U.S. DEPARTMENT OF EDUCATION

Federal Student Aid

Electronic Cohort Default Rate Appeals (eCDR Appeals)

Incorrect Data Challenge (IDC) User Guide

Version 2.1

February 8, 2009

DOCUMENT VERSION HISTORY

Version	Release Date	Summary of Changes	Name
1.0	February 11, 2008	Initial release of User Guide.	Federal Student Aid CIO Application Support Team
1.0.1	February 21, 2008	Updated recommended file attachment formats. Added a note on how the system computes days.	Federal Student Aid CIO Application Support Team
1.0.2	March 23, 2008	Updated borrower loan list instructions in Sections 8.2 and 14.2.	Federal Student Aid CIO Application Support Team
2.1	February 8, 2009	Updated to reflect eCDRA Release 2.1	Federal Student Aid CIO Application Support Team

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1. INTRODUCTION

1.1 Overview

Cohort Default Rates

The U.S. Department of Education (the Department) calculates "cohort default rates" for schools that participate in the Federal Family Education Loan (FFEL) Program and the William D. Ford Federal Direct Loan (Direct Loan) Program. This cohort default rate forms an important basis for a school's eligibility to continue participating in the federal student aid programs.

The Department releases cohort default rates twice each year: draft cohort default rates in February and official cohort default rates in September. After receiving their cohort default rates from the Department, schools have an opportunity to challenge their draft cohort default rates and/or appeal their official cohort default rates, based on a number of circumstances.

There are ten types of challenge/appeal processes. Each of these processes involves the exchange of information between the Department and the school that invokes its right to challenge/appeal. Additionally, data managers must in some cases respond to the school's request and/or provide supporting evidence for or against the school's challenge/appeal.

Purpose of the eCDR Appeals Application

The Electronic Cohort Default Rate Appeals (eCDR Appeals) system is a Web-based application that facilitates the exchange of information between parties for three of the challenge/appeal processes:

- Incorrect Data Challenge (IDC)
- Uncorrected Data Adjustments (UDA)
- New Data Adjustments (NDA)

The eCDR Appeals application allows schools to submit these challenges and appeals during the cohort default rate appeal cycle. The application tracks the entire life cycle of each challenge/appeal case from submission to final decision.

Using eCDR Appeals helps cut down on paperwork and speeds up the appeal or challenge process. It also allows for greater protection of personally identifiable information.

Who Uses eCDR Appeals

Three types of organizations use the eCDR Appeals system:

- **Schools**: Institutions that participate in the FFEL and/or Direct Loan programs
- **Data Managers**: Any one of these organizations: the Direct Loan Servicer, guaranty agency, or Federal Student Aid Portfolio Performance Division
- **PPD:** Portfolio Performance Division (PPD), an office within Federal Student Aid

1.2 User Guide Structure

Please read this introductory section before you decide whether you want to:

- Browse this guide online whenever you have questions
- Download it in whole or in part to consult on your local computer
- Print certain key chapters or sections

Purpose and Scope of the IDC User Guide

The *eCDR Appeals IDC User Guide* is designed to guide you (whether you are a school user, data manager, or PPD personnel) through the online, paper-less IDC process used in the eCDR Appeals system. It assumes a basic knowledge of cohort default rates and associated processes. From a technical perspective, this guide also assumes you are familiar with using a computer and web browser to view and interact with web sites.

The *eCDR Appeals IDC User Guide* complements the *Cohort Default Rate Guide*. In the event of any discrepancy between this user guide and the *Cohort Default Rate Guide*, the *Cohort Default Rate Guide* is the authoritative source for regulatory considerations and constraints.

The *Cohort Default Rate Guide* is available online at:
http://www.ifap.ed.gov/DefaultManagement/finalcdrg.html

IDC Workflow

Processing an IDC from beginning to end takes multiple steps. At each step, a different individual or organization must take one or more actions. We will refer to this logical progression of steps and actions as the "IDC Workflow." As we will see later, the School, the Data Managers and PPD go back and forth throughout the IDC Workflow to carry out their respective parts of the process.

This IDC User Guide is structured in direct correlation to the IDC Workflow. As a result, considered in its entirety, the IDC User Guide addresses *all* functionality eCDR Appeals has to offer *all* system users, *in the order* in which activities are most likely to occur based on the IDC Workflow.

Since each type of user will effectively need to carry out only a limited number of activities throughout the IDC Workflow, we have modularized the IDC User Guide in such a way that you can easily download or consult only those sections that pertain to you, based on your user type.

Beyond Chapters 1 and 2, we recommend you focus directly on those chapters and sections of the IDC User Guide that discuss the actions *you* must take in the system. The rest of the IDC User Guide should remain a reference for you to understand the entire electronic IDC process.

Miscellaneous Functions

The IDC User Guide also includes chapters and sections that pertain to obtaining eCDR Appeals access credentials (i.e., a user account), the printing of reports, maintenance of organizational profile and contact information, and other miscellaneous functions not directly related to the IDC Workflow.

Must-Read Information

Please refer to those *Must-Read* sections of this chapter that pertain to you for further details. The *Must-Read* sections provide useful and vital information.

1.3 IDC Workflow Phases

Table 1-1 outlines the phases necessary to participate in eCDR Appeals and complete the IDC Workflow. The organizational actors (School, Data Manager, and PPD) involved in each step are listed.

MAJOR ACTIVITY or IDC WORKFLOW PHASE	ORGANIZATION RESPONSIBLE	IDC USER GUIDE
Destination Point Administrators (DPAs) for Schools and Data Managers get eCDR Appeals access credentials through Security Architecture (SA).	**Data Manager and School**	Refer to the *eCDR Appeals Registration and User Account Guide*
Non-DPA users for Schools and Data Managers obtain eCDR Appeals access credentials through Security Architecture.	**Data Manager and School**	Refer to the *eCDR Appeals Registration and User Account Guide*
Federal Student Aid PPD establishes the organization profile and basic contact information.	**PPD**	Chapter 3 – PPD: Create Profile
At the beginning of each CDR cycle, at least one user within each Data Manager organization <u>must</u> access eCDR Appeals to establish organization profile and basic contact information.	**Data Manager**	Chapter 4 – Data Manager: Create Profile
A School that decides to submit an IDC enters the system to initiate the IDC process by establishing the School's profile and contact information, and creating the IDC case file.	**School**	Chapter 5 – School: Create Profile and Initiate IDC
PPD loads the Loan Record Detail Report (LRDR) if needed (the necessary LRDR files may already have been loaded).	**PPD**	Chapter 6 – PPD: Load LRDR
The School prepares the details of its IDC case then submits it for Data Manager review.	**School**	Chapter 7 – School: Prepare and Submit IDC

MAJOR ACTIVITY or IDC WORKFLOW PHASE	ORGANIZATION RESPONSIBLE	IDC USER GUIDE
Data Managers conduct their review of the school's allegations that pertain to them.	**Data Manager**	Chapter 8 – Data Manager: Review IDC
Data Manager may want more information on a given adjustment requested. This is an optional step that may be repeated. If so:	**Data Manager**	Chapter 9 – Data Manager: Request More Information
Data Manager uses the system to notify School that more information is required.	**Data Manager**	Chapter 9 – Data Manager: Request More Information
School is notified and has an opportunity to respond and use eCDR Appeals to submit additional information to the Data Manager to support the requested adjustment.	**School**	Chapter 10 – School: Provide More Information
Data Manager has completed its review and submits its IDC response for PPD review. The system notifies the school and PPD when the Data Managers have submitted their response.	**Data Manager**	Chapter 11 – Data Manager: Submit IDC Response
The School has an opportunity to ask (one or more) Data Managers to clarify the reason for their IDC response. This is an optional step. If so:	**School**	Chapter 12 – School: Request Clarification
School uses the system to notify Data Manager that a clarification is requested.	**School**	Chapter 12 – School: Request Clarification
Data Manager is notified of the clarification request and uses eCDR Appeals to submit a clarification to the School.	**Data Manager**	Chapter 13 – Data Manager: Respond to Clarification Request
PPD reviews the school's IDC case and the Data Managers' IDC responses.	**PPD**	Chapter 14 – PPD: Review IDC
PPD may require more information from one or more Data Managers. PPD may also decide that a Data Manager's Response is incorrect or insufficient, and requires a change. This is an optional step that may be repeated. If so:	**PPD**	Chapter 15 – PPD: Request More Information

MAJOR ACTIVITY or IDC WORKFLOW PHASE	ORGANIZATION RESPONSIBLE	IDC USER GUIDE
PPD uses the system to notify Data Manager to provide more information or change their response.	**PPD**	Chapter 15 – PPD: Request More Information
Data Manager is notified and uses the system to submit its modified IDC Response to PPD.	**Data Manager**	Chapter 16 – Data Manager: Provide More Information
PPD takes steps to finalize the IDC, upon which the system notifies the School and the Data Managers that PPD has made a final disposition of the IDC Case.	**PPD**	Chapter 17 – PPD: Finalize IDC
Data Manager is notified that PPD has finalized the case, and logs in to see the details of the PPD decision and identifies all changes they must make to other systems and records in order to comply with the PPD decision.	**Data Manager**	Chapter 18 – Data Manager: Review PPD Decision
School logs in to see the details of the PPD decision.	**School**	Chapter 19 – School: Review PPD Decision

Table 1-1: IDC Workflow phases and corresponding IDC User Guide chapters

1.4 Must-Read Information

All users who use the eCDR Appeals system, regardless of organization or role, should read this section. In addition to the “Must-Read Information for All Users” section, which applies to everyone, please be sure to read the following organization-specific section that contains information pertinent to your particular organization.

Must-Read Information for All Users

Registration and User Account

In order to access eCDR Appeals, you must obtain a Security Architecture (SA) user ID. Please refer to the *Electronic Cohort Default Rate Appeals Registration and User Account Guide*, which explains how to register and obtain access to eCDR Appeals.

Destination Point Administrators

Some users are designated as a Destination Point Administrator (DPA). The DPA for an organization such as a school or guaranty agency serves as a Federal Student Aid point of contact within their organization. DPAs are responsible for approving user ID requests from their organization’s members to access the eCDR Appeals system. As such, DPAs should familiarize themselves with the appropriate sections of the *Electronic Cohort Default Rate Appeals*

Registration and User Account Guide, which outlines the process of registering and approving a new account on eCDR Appeals.

Email Notifications

The eCDR Appeals application is designed to send out automatic email notifications to affected parties whenever updates to IDC cases occur. These email notifications inform the appropriate individuals and organizations that their attention is needed and that they may be required to take an action in the eCDR Appeals system. Email notifications are provided only for your convenience; they should not be relied upon to know when an action is required on your part. Due to the unreliable nature of computer networks (including the Internet), delivery of these email notifications is not guaranteed. It is your responsibility to log in to the eCDR Appeals system on a regular basis throughout the cohort cycle to check the status of your cases, and to ensure that the contact information in your profile is up-to-date.

It is possible that a junk mail filter running on your e-mail program may catch e-mails sent from eCDR Appeals. Check your junk mail folder for messages from Federal Student Aid. To avoid problems, please ensure that any spam filters/programs used by your organization will accept email from the ed.gov domain name.

File Attachments

During the IDC Workflow process, you may be required to attach supporting documentation to the case. The eCDR Appeals system allows you to attach any type of file; however, we recommend choosing a common file format to ensure that others will be able to open and view the file.

Common file types include:

- Portable Document Format (PDF)
- MS Excel (XLS)
- MS Word (DOC)
- Rich Text Format (RTF)
- Plain text (TXT)
- Pictures (JPG/PNG/GIF)

You are by no means required to use one of the specific file types listed here. This list only suggests some of the most commonly used file formats. Thus, if you use the above file types, other users in the eCDR Appeals system are more likely to have the appropriate software to view your files.

Deadlines and Calculation of Days

The countdown toward the 45-day deadline to submit an IDC begins at 12:01 AM North American Central Time (CT) on the starting day of the cohort cycle.

For the purpose of calculating days within the eCDR Appeals system, the day rolls over at 10:00 PM CT. For instance, if a school's deadline to submit an IDC were March 26th, then they would need to submit it by 10:00 PM CT on March 26th.

Must-Read Information for Schools

School Reference

When referring to this user guide, school users only need to peruse the chapters that have titles prefixed with “School”. These chapters consist of instructions specifically for school users. Other chapters (those prefixed with “Data Manager” or “PPD”) do not necessarily apply to school users. You, however, may elect to refer to those other chapters to get an overall understanding of the actions performed by data managers and Federal Student Aid.

The chapters pertinent to schools are:

- Chapter 1, "Introduction”
- Chapter 2, “All Users: Navigation”
- Chapter 5, “School: Create Profile and Initiate IDC”
- Chapter 7, “School: Prepare and Submit IDC”
- Chapter 10, “School: Provide More Information”
- Chapter 12, “School: Request Clarification”
- Chapter 19, “School: Review PPD Decision”
- Chapter 20, “All Users: Miscellaneous Functions”
- Chapter 21, “School: Miscellaneous Functions”

School Roles

Your account will be assigned one of two possible eCDR Appeals roles:

- **Case Preparer**: May initiate and prepare a new case.
- **Case Manager**: Has the same abilities as a Case Preparer, plus the ability to submit a case.

Must-Read Information for Data Managers

Data Manager Reference

When referring to this user guide, data managers only need to peruse the chapters that have titles prefixed with “Data Manager”. These chapters consist of instructions specifically for data managers. Other chapters (those prefixed with “School” or “PPD”) do not necessarily apply to data managers. You, however, may elect to refer to those other chapters to get an overall understanding of the actions performed by schools and Federal Student Aid.

The chapters pertinent to data managers are:

- Chapter 1, "Introduction”
- Chapter 2, “All Users: Navigation”
- Chapter 4, “Data Manager: Create Profile”
- Chapter 8, “Data Manager: Review IDC”
- Chapter 9, “Data Manager: Request More Information”
- Chapter 11 “Data Manager: Submit IDC Response”
- Chapter 13, “Data Manager: Respond to Clarification Request”
- Chapter 16, “Data Manager: Provide More Information”

- Chapter 18, “Data Manager: Review PPD Decision”
- Chapter 20, “All Users: Miscellaneous Functions”
- Chapter 22, “Data Manager: Miscellaneous Functions”

Data Manager Roles

Your account will be assigned one of two possible eCDR Appeals roles:

- **Response Preparer**: May prepare a response to an adjustment.
- **Response Manager**: Has the same abilities as a Data Manager Response Preparer, plus the ability to submit a response.

Updating Borrower and Loan Data in NSLDS and Other Systems of Records

It is important to note that the eCDR Appeals system has no data interface with the National Student Loan Data System (NSLDS). Any change to borrower information or loan records in this application is solely for the purpose of documenting agreed-to changes. The borrower information and loan records in NSLDS will *not* automatically be updated to reflect any changes you may make in eCDR Appeals. If you modify any borrowers or loans in eCDR Appeals, you still need to perform any necessary changes to the actual records in NSLDS.

In addition to NSLDS, any other systems of records you maintain should be updated.

Must-Read Information for PPD Users

PPD Reference

When referring to this user guide, PPD users only need to peruse the chapters that have titles prefixed with “PPD”. These chapters consist of instructions specifically for Federal Student Aid PPD users. Other chapters (those prefixed with “School” or “Data Manager”) do not necessarily apply to PPD. You, however, may elect to refer to those other chapters to get an overall understanding of the actions performed by schools and data managers.

The chapters pertinent to PPD are:

- Chapter 1, "Introduction”
- Chapter 2, “All Users: Navigation”
- Chapter 3, "PPD: Create Profile”
- Chapter 6, “PPD: Load LRDR”
- Chapter 14, “PPD: Review IDC”
- Chapter 15, “PPD: Request More Information”
- Chapter 17, “PPD: Finalize IDC”
- Chapter 20, “All Users: Miscellaneous Functions”
- Chapter 23, “PPD: Miscellaneous Functions”

PPD Roles

Your account will be assigned one of three possible eCDR Appeals roles:

- **Caseworker**: May self-assign themselves to a LRDR request, load LRDRs, self-assign themselves to a case, review cases, request more information from data managers, and prepare a final decision.

- **Case Manager**: Has the same abilities as a Caseworker, plus the ability to assign other PPD personnel to a case and submit a final decision.
- **Administrator**: Has the same abilities as a Case Manager, plus the ability to manage cycles.

2. ALL USERS: NAVIGATION

2.1 Login

Federal Student Aid's Security Architecture (SA) system is utilized to control access to the eCDR Appeals application. In order to log in to eCDR Appeals, you will need a SA account. Please refer to the *Electronic Cohort Default Rate Appeals Registration and User Account Guide* for information on obtaining a SA account for use with eCDR Appeals.

To log in to the eCDR Appeals system after you have obtained an account, follow these steps:

1. Open the eCDR Appeals URL (https://ecdrappeals.ed.gov/) in a web browser. Introductory information will be displayed, along with a "Log in" link.
2. Select the "Log in" link. The Security Architecture login page will be displayed.
3. Enter your SA username and password.
4. Select "Submit". If you entered the correct login information and you have the proper authorization, then you will now be in the eCDR Appeals application.

2.2 Menus

Once you are logged in to the eCDR Appeals system, you will be able to navigate to the various sections of the website using the navigation menus. There are two rows of menus provided; the top row is the main menu and the bottom row is the submenu. The options available in the submenu depend on which main menu item is selected. The current selections will be highlighted. See Figure 2-1 for an example of menus (in this example, a School user is viewing their current cases).

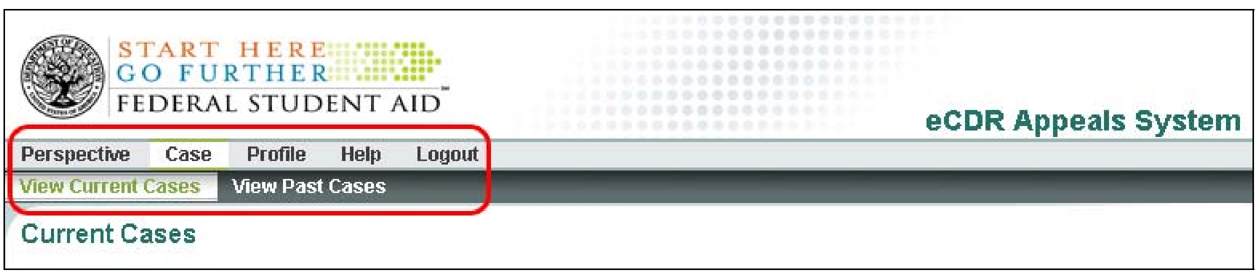


Figure 2-1: Navigational menus as seen by a School user

Your navigation menu options will vary depending on what type of access you have. For instance, in addition to the School main menu options shown in Figure 2-1, a Data Manager will also have the "Reports" option. A PPD user will additionally have the "Reports" and "System Administration" options.

Main Menu Item	Purpose
Perspective	Allows you to select which Perspective to use (see Section 2.3 for more information on Perspectives)
Case	Access information on current and past challenges and appeals

Main Menu Item	Purpose
Reports	Generate reports *(Data Manager and PPD users only)*
System Administration	Manage the cohort cycle and load Loan Record Detail Report (LRDR) information *(PPD users only)*
Profile	Maintain your organization and individual contact information
Help	Access the on-line documentation
Logout	Sign out of the eCDR Appeals application

Table 2-1: Menu item descriptions

2.3 Perspectives

If you are affiliated with multiple organizations that use eCDR Appeals, your account may have access to different Perspectives in eCDR Appeals. A *Perspective* is a way of accessing the eCDR Appeals system through the point of view of a specific organization.

If, for instance, a school user participates in cases for two different schools, then they have access to two different Perspectives (one for each school).

If your account has multiple Perspectives, then you will see the Perspective selection page upon login (see Figure 2-2). You must choose a Perspective to use the eCDR Appeals system, and you may only be in one Perspective at a time. However, you may switch to another Perspective at any time by accessing the “Perspective” menu item at the top of the page.

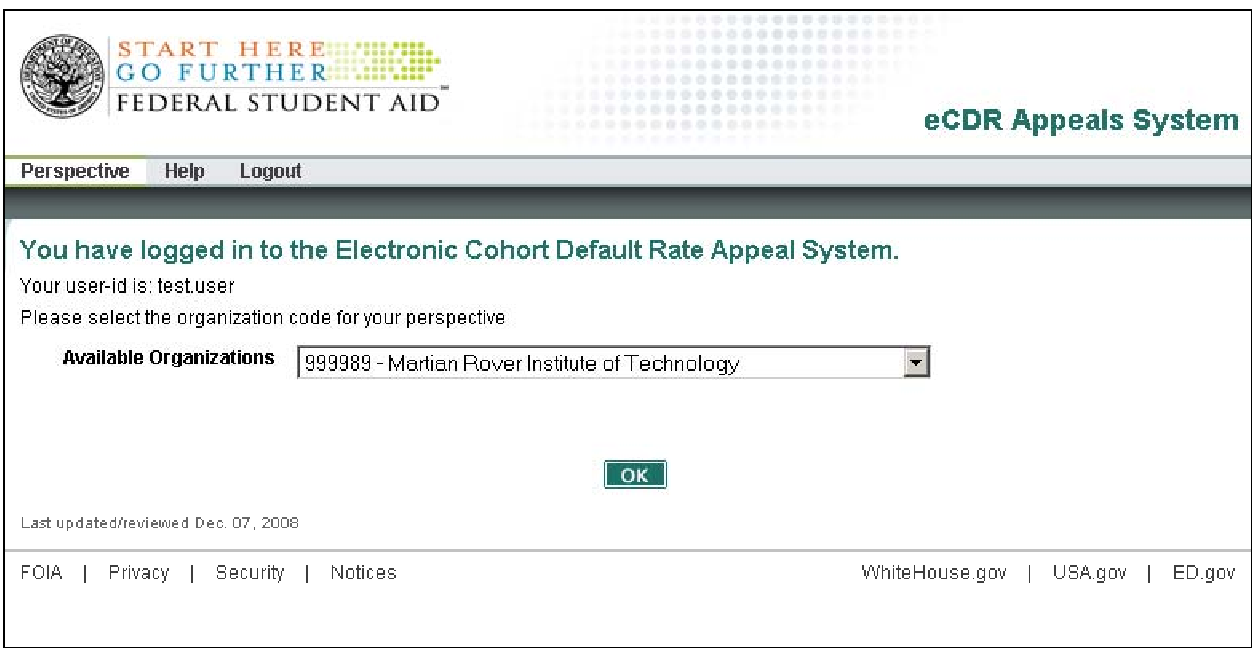


Figure 2-2: Perspective selection screen

3. PPD: CREATE PROFILE

3.1 Creating a Profile

The first time you log in, you will need to complete your organizational and individual profiles, which consist of contact information. Figure 3-1 shows an example Edit Profile page as seen by Federal Student Aid PPD users. The top section consists of contact information for the organization, while the bottom section consists of your individual contact information. Ensure that all the information is provided and is up-to-date, then select the “Save” button.

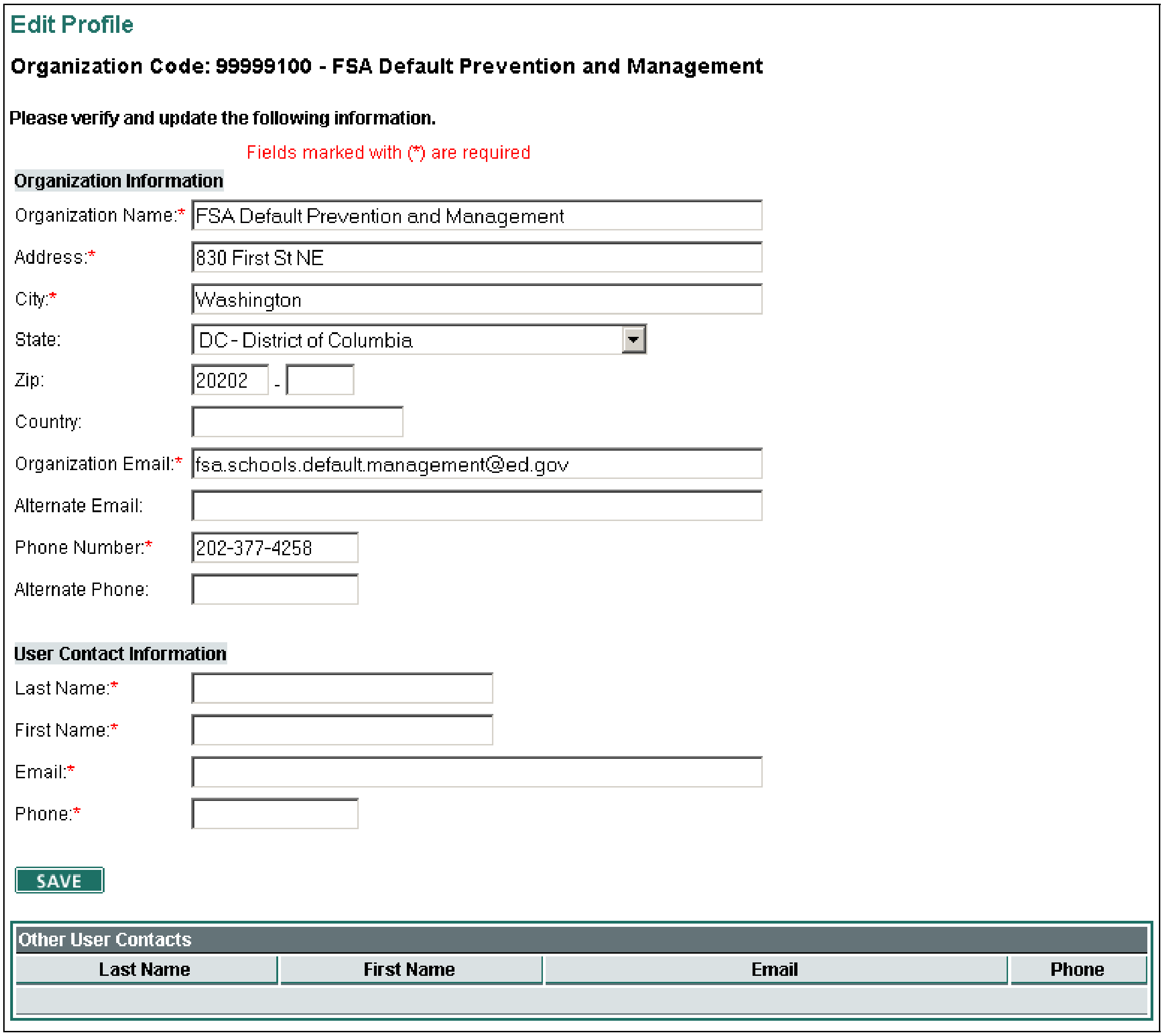


Figure 3-1: PPD Edit Profile page

You will also be able to see other PPD personnel who have registered their profile at the bottom of the Edit Profile page, in the Other User Contacts table.

You may return to the Edit Profile page at any time by accessing the “Profile” navigation menu option.

4. DATA MANAGER: CREATE PROFILE

4.1 Creating a Profile

The first time you log in, you will need to complete your organizational and individual profiles, which consist of contact information. Figure 4-1 shows an example Edit Profile page for a Data Manager. The top section consists of contact information for the organization, while the bottom section consists of your individual contact information. Ensure that all the information is provided and is up-to-date, then select the "Save" button.

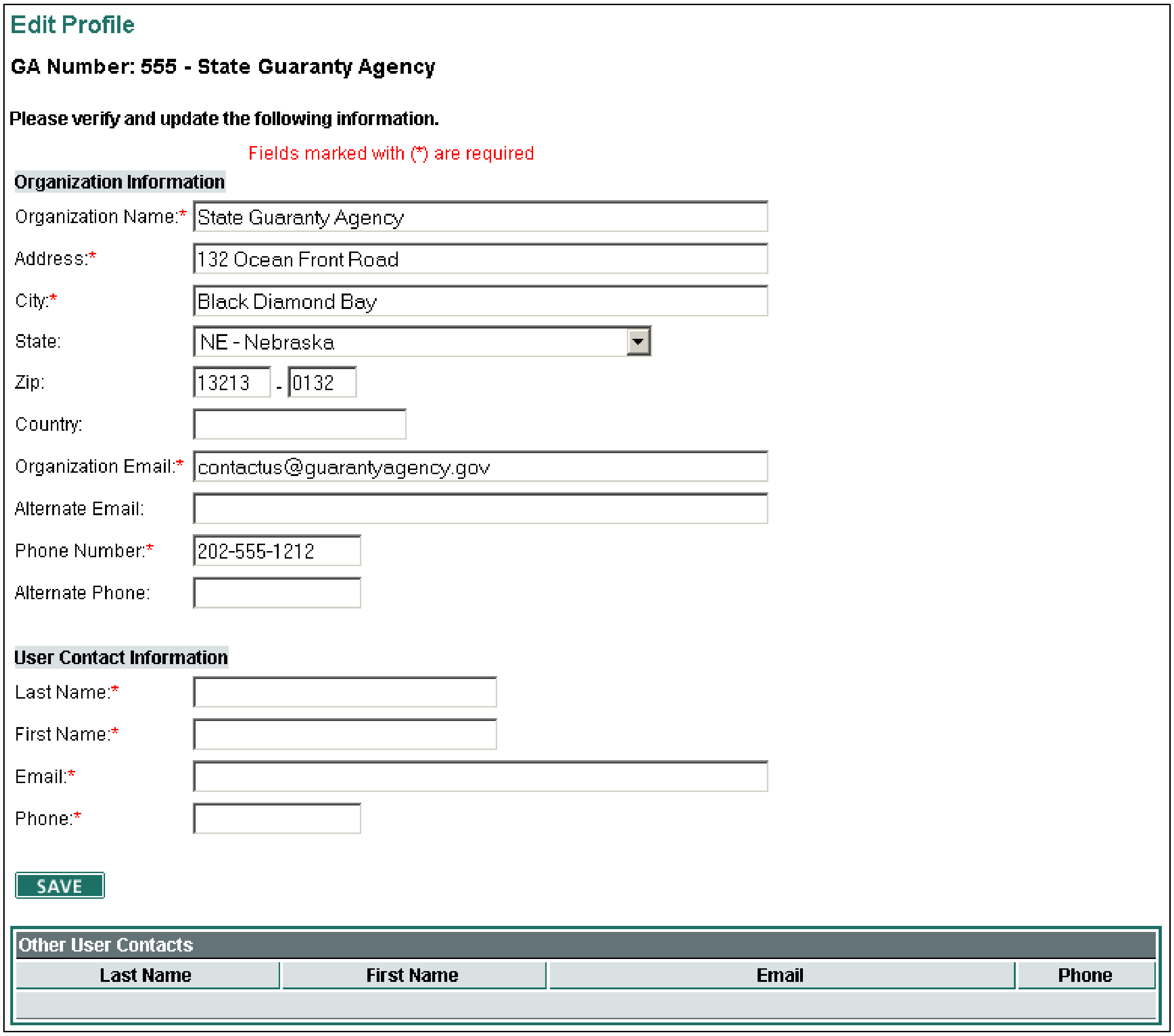


Figure 4-1: Data Manager Edit Profile page

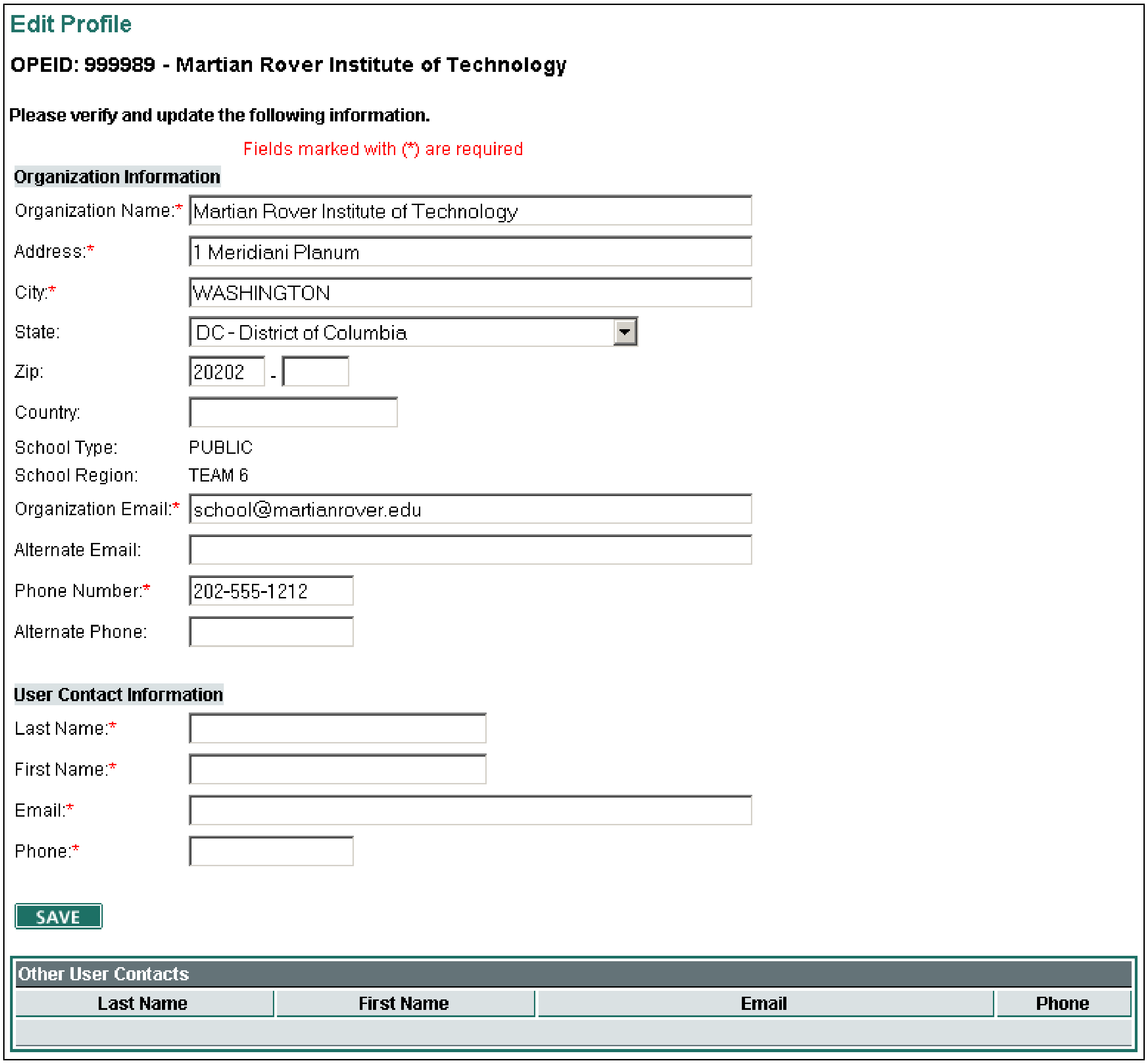
You will also be able to see other contacts that are members of your organization at the bottom of the Edit Profile page, in the Other User Contacts table.

You may return to the Edit Profile page at any time by accessing the "Profile" navigation menu option.

5. SCHOOL: CREATE PROFILE AND INITIATE IDC

5.1 Creating a Profile

The first time you log in, you will need to complete your organizational and individual profiles, which consist of contact information. Figure 5-1 shows the Edit Profile page for a School user. The top section consists of contact information for the organization, while the bottom section consists of your individual contact information. Ensure that all the information is provided and is up-to-date, then select the "Save" button.



Edit Profile

OPEID: 999989 - Martian Rover Institute of Technology

Please verify and update the following information.

Fields marked with (*) are required

Organization Information

Organization Name:* Martian Rover Institute of Technology
Address:* 1 Meridiani Planum
City:* WASHINGTON
State: DC - District of Columbia
Zip: 20202 -
Country:
School Type: PUBLIC
School Region: TEAM 6
Organization Email:* school@martianrover.edu
Alternate Email:
Phone Number:* 202-555-1212
Alternate Phone:

User Contact Information

Last Name:*
First Name:*
Email:*
Phone:*

SAVE

Other User Contacts

Last Name	First Name	Email	Phone

Figure 5-1: School Edit Profile page

You will also be able to see other contacts that are members of your organization at the bottom of the Edit Profile page, in the Other User Contacts table.

You may return to the Edit Profile page at any time by accessing the “Profile” navigation menu option.

5.2 Initiating a New IDC

A new IDC case can be opened from the Current Cases page. To reach the Current Cases page, select “Case” from the main menu and “View Current Cases” from the submenu.

The Current Cases page (Figure 5-2) displays a list of open cases for the current cohort year, if any. Here, you may access your open cases in addition to starting a new case.

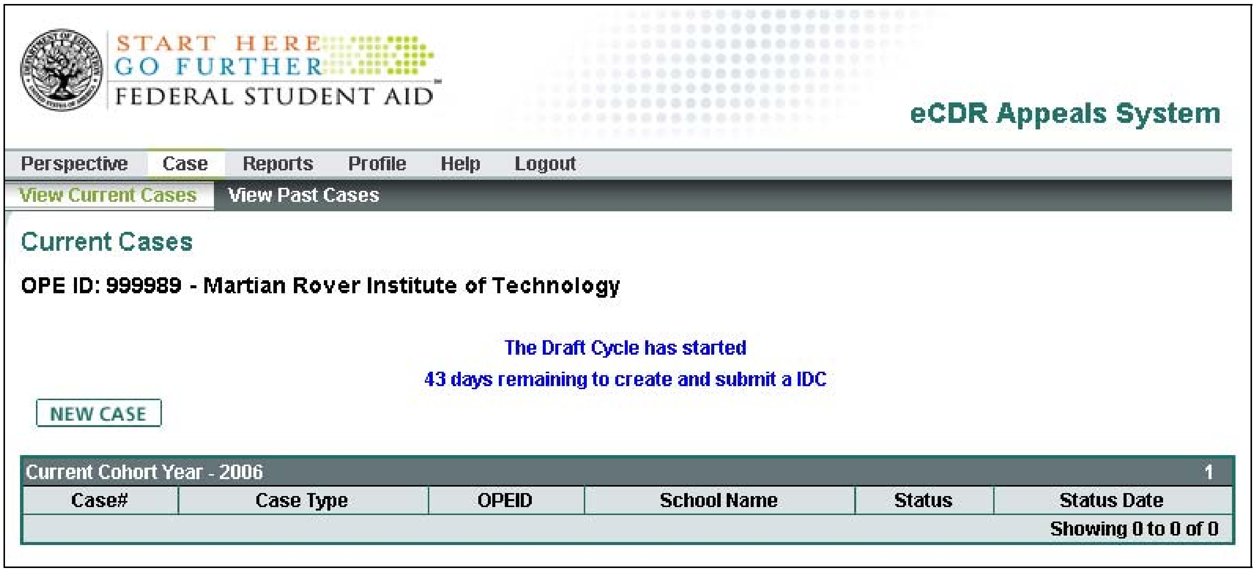


Figure 5-2: Initiating a case on the Current Cases page

The current cohort cycle and the number of days remaining to submit a case are displayed. To open a new IDC case, select the “New Case” button.

The Case Details page will load (see Figure 5-3). Your institution’s OPEID and the current cohort year will automatically be filled in for you. On this page, choose IDC from the Case Type dropdown menu. You may also enter an optional comment. When you have completed this, select the “Save” button to initiate the IDC case. If you do not use the “Save” button, the case will not be created.

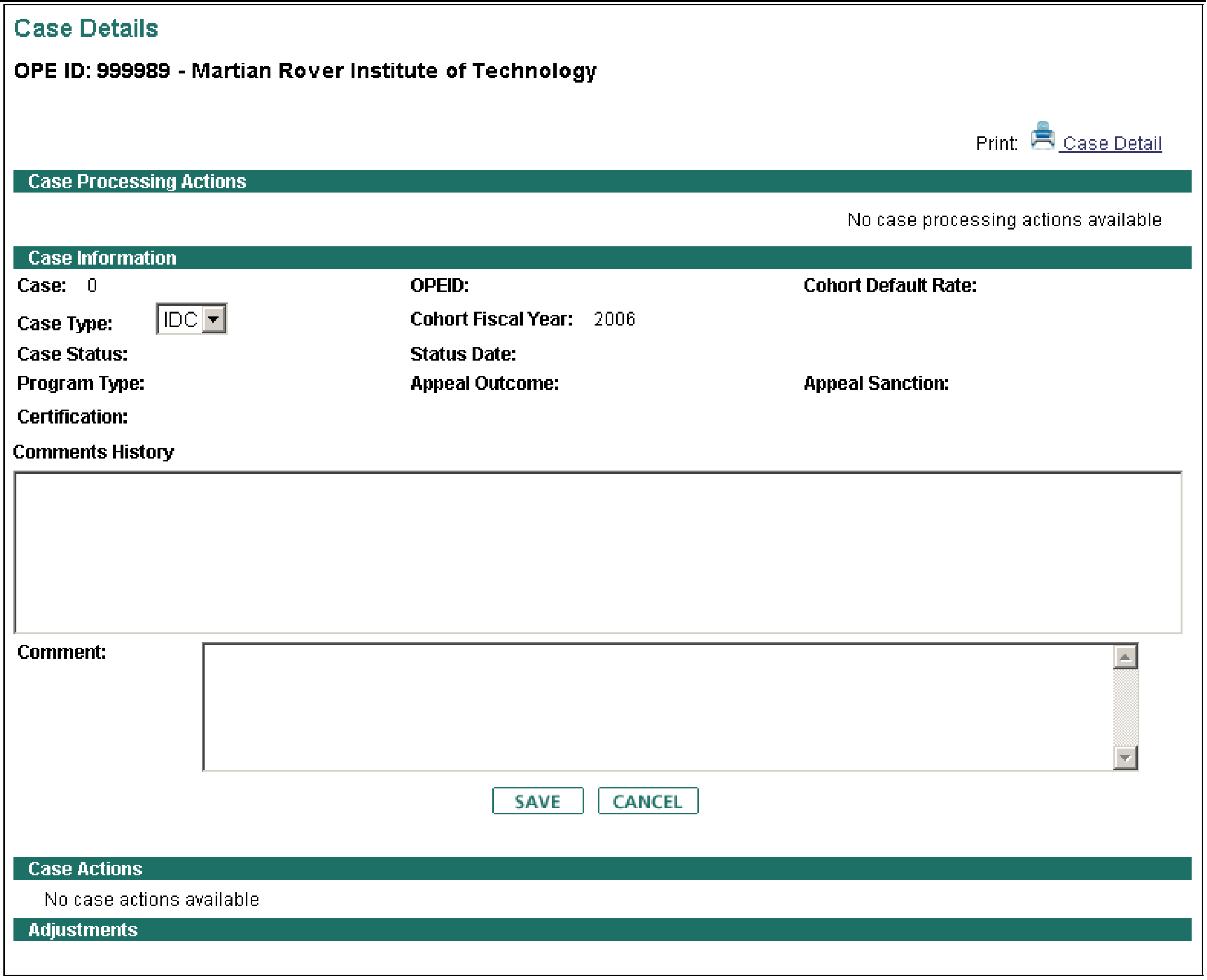
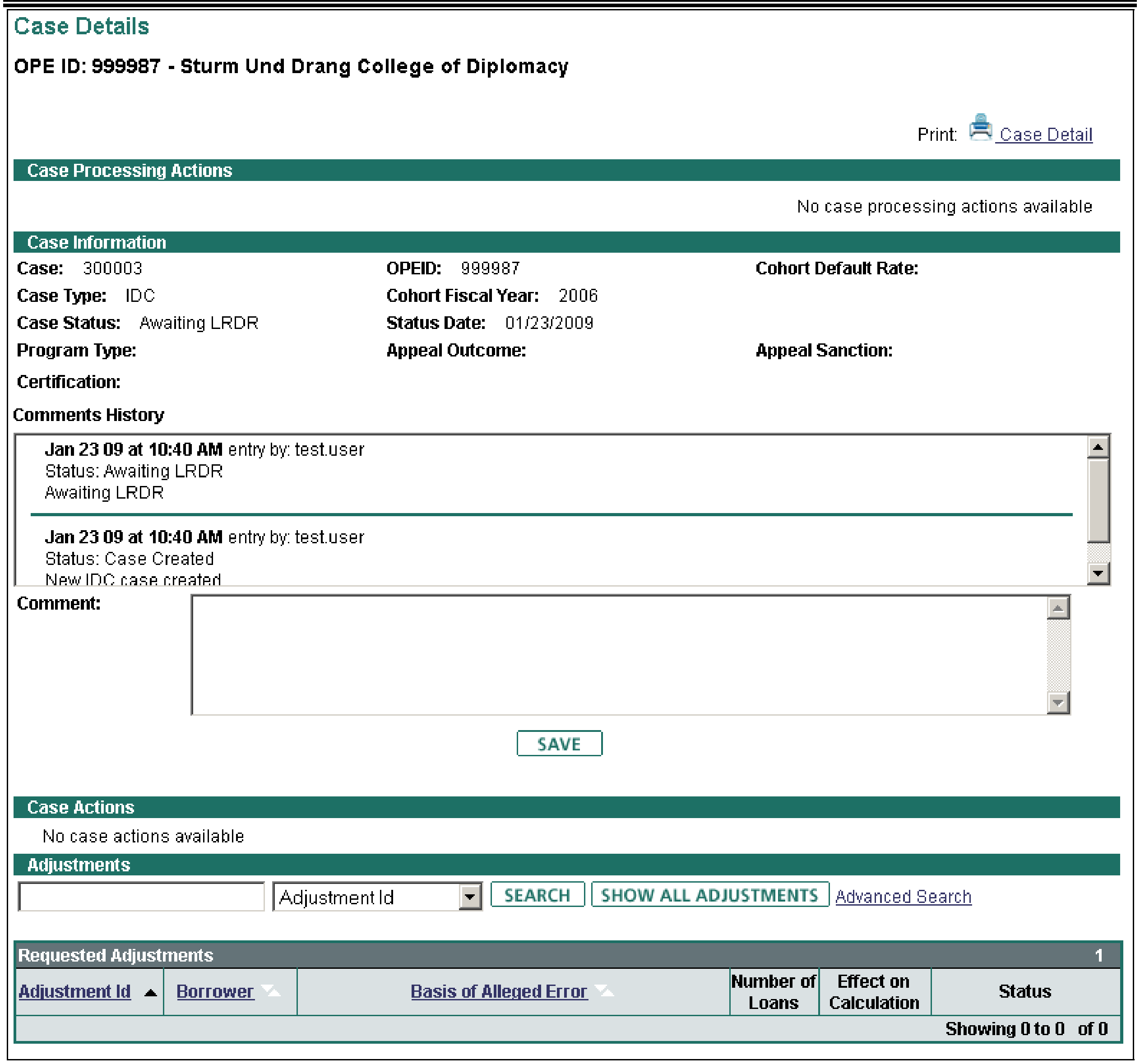


Figure 5-3: Creating a new IDC

Upon selecting "Save", a new case will be created, and the Case Details page will show some basic information associated with your case. If Federal Student Aid has not yet loaded the prerequisite Loan Record Detail Report (LRDR) extracts for your institution, your case will begin in "Awaiting LRDR" status, as depicted in Figure 5-4.

Note: The time your IDC remains in "Awaiting LRDR" status does not count against the 45-day deadline for submitting your case. Once Federal Student Aid has loaded the LRDRs, the countdown to the deadline will resume.


Case Details

OPE ID: 999987 - Sturm Und Drang College of Diplomacy

Print: Case Detail

Case Processing Actions

No case processing actions available

Case Information

Case: 300003	OPEID: 999987	Cohort Default Rate:
Case Type: IDC	Cohort Fiscal Year: 2006	
Case Status: Awaiting LRDR	Status Date: 01/23/2009	
Program Type:	Appeal Outcome:	Appeal Sanction:
Certification:		

Comments History

Jan 23 09 at 10:40 AM entry by: test.user
Status: Awaiting LRDR
Awaiting LRDR

Jan 23 09 at 10:40 AM entry by: test.user
Status: Case Created
New IDC case created

Comment:

SAVE

Case Actions

No case actions available

Adjustments

Adjustment Id SEARCH SHOW ALL ADJUSTMENTS Advanced Search

Requested Adjustments 1

Adjustment Id	Borrower	Basis of Alleged Error	Number of Loans	Effect on Calculation	Status
					Showing 0 to 0 of 0

Figure 5-4: A newly initiated case in “Awaiting LRDR” status

After Federal Student Aid completes loading the LRDR extracts for your institution, an automatic email notification will be sent to the organization and individual email addresses you specified in your profile. Once the LRDRs have been loaded into the system, you may proceed with preparing the case. For instructions on preparing and submitting your IDC, please refer to Section 7 of this user guide, “School: Prepare and Submit IDC”.

Note: If the necessary LRDR extracts have already been loaded at the time you created the new case, then the case’s status will read “Being Prepared”. In this situation, you may immediately proceed with Section 7 of this guide, “School: Prepare and Submit IDC” to continue working on your case.

6. PPD: LOAD LRDR

6.1 Loading a LRDR Extract

When a school initiates an IDC, the eCDR Appeals system will automatically assess whether the necessary Loan Record Detail Reports (LRDRs) to support the case have been loaded. If the LRDRs already exist in the system, then Federal Student Aid does not need to take any action for the school to proceed with preparing their case.

If one or more LRDRs are needed to support the new case, then these LRDRs will be added to the LRDR request list. The case will be placed in “Awaiting LRDR” status, meaning the countdown for the institution to meet the 45-day IDC filing deadline will be temporarily suspended until Federal Student Aid loads the required LRDR extracts. An automatic email will be sent to PPD to indicate that LRDRs need to be loaded.

Viewing the LRDR Request List

PPD users may view the LRDR Request List page by logging in to eCDR Appeals, then selecting “System Administration” from the main menu and “Manage LRDR Requests” from the submenu.

On the LRDR Request List page (see Figure 6-1), a list of LRDR requests will be displayed. Depending on the cohort cycle, as many as four LRDRs may be required for each OPEID. The LRDR request list will indicate exactly which ones are needed under the “LRDR Extracts Needed” column heading.

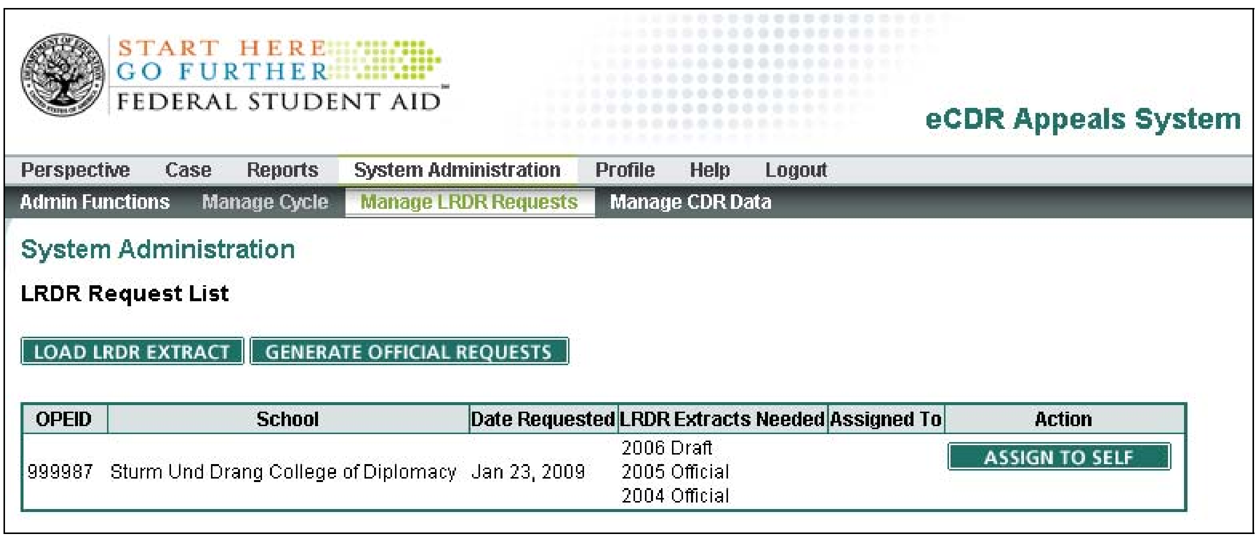


Figure 6-1: LRDR Request List

Assigning a LRDR Request

You may assign a particular LRDR request to yourself by selecting the “Assign to Self” button to the right of the request. Your user ID will then appear in the “Assigned To” column for the request. This will indicate to other PPD personnel that you are in the process of obtaining and uploading the LRDR requests for that particular OPEID.

Uploading a LRDR Extract

Once you have assigned a request to yourself, a "Load LRDR Extract" button will appear to the right of the request. Select this button to display the Upload LRDR Extract page (Figure 6-2). On this page, you can choose a file on your computer that contains the LRDR extract. The file should contain an original LRDR extract that was obtained directly from NSLDS. Once you have chosen the appropriate file, select the "Upload" button to begin loading the LRDR extract into the eCDR Appeals system. Depending on the size of the LRDR extract, the upload may take some time to complete. Upon a successful upload, a confirmation page will be displayed.

If there was a problem with the LRDR file, an error page will be displayed. Possible causes include a modified LRDR file (if the LRDR extract has been manipulated, it will likely cause an error) or a corrupt LRDR file (it may have to be retrieved from NSLDS again).

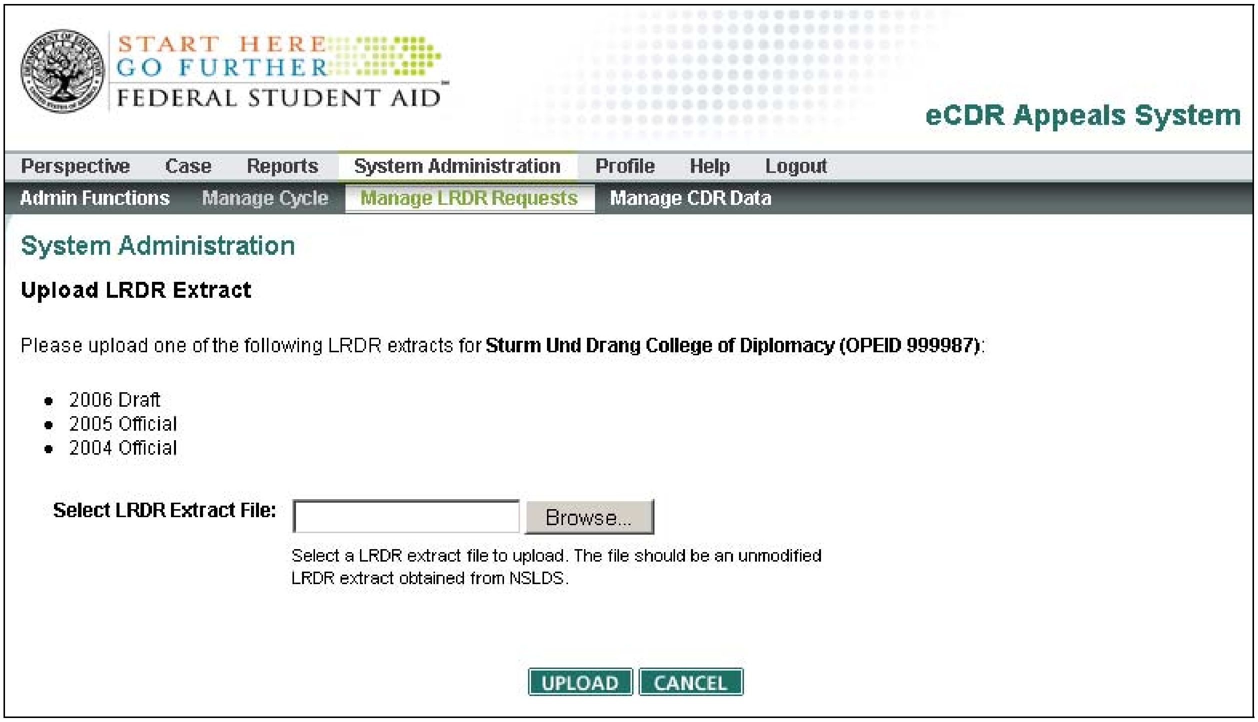


Figure 6-2: Uploading a LRDR extract

When an uploaded LRDR satisfies a request, the LRDR Request List page will be updated to reflect the change.

Marking a Request as Complete

Note: It is important to mark a LRDR request as complete once all necessary LRDRs have been uploaded. If the request is not marked as complete, the school will be unable to continue their case.

If all the LRDRs for a particular institution have been loaded into a system (i.e., all its LRDRs are marked as "Not needed"), then a new "Mark as Complete" button will appear to the right of that institution's request. Selecting the "Mark as Complete" button will set the case to "LRDR Loaded" status, removing the request from the list and allowing the school to begin preparing their case. The school's countdown to the case submission deadline will resume from the point at which it was suspended. Additionally, the school will receive an automatic email notification informing them that their LRDRs have been loaded.

7. SCHOOL: PREPARE AND SUBMIT IDC

7.1 Case Details Page Overview

Before we discuss the process involved in preparing an Incorrect Data Challenge (IDC), we will provide an overview of the Case Details page (Figure 7-1). The Case Details page is the focal point of the IDC preparation process. From this page, you can add adjustments and eventually submit your case.

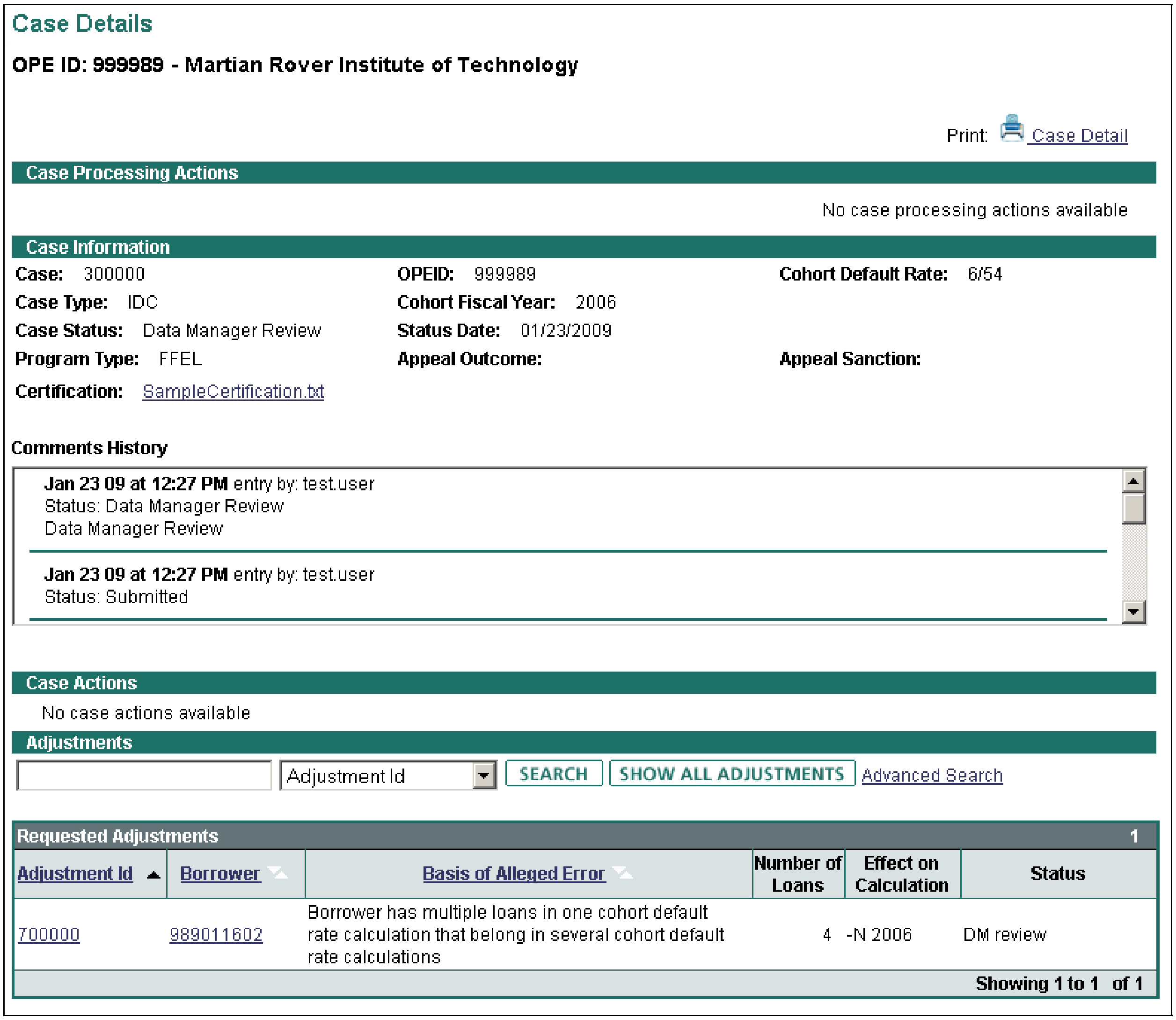


Figure 7-1: The Case Details page

Institutional Information

At the top of the Case Details page, your institution's OPEID and name are displayed. If you have access to multiple Perspectives, this information will assist in verifying that you are in the correct Perspective.

Case Processing Actions

The Case Processing Actions section of the page contains buttons that allow you to move your case to the next phase of the IDC Workflow process. When a case is initially created, no actions are available. However, when an action becomes available to you (such as the ability to submit your case), a button will appear in this area.

Case Information

The current case status information is shown underneath the Case Processing Actions. This information is populated by the system and includes:

- **Case**: The case ID number, automatically assigned by the eCDR Appeals system.
- **Case Type**: The type of challenge or appeal (e.g., IDC, NDA, UDA).
- **Case Status**: Indicates which phase the case is currently in. See Section 1.3, "IDC Workflow Phases" for more information on IDC phases. Refer to Appendix B, "Status Codes" for a definition of status codes.
- **Program Type**: Indicates the type of program the school is taking part in: FFEL, DL, or FFEL/DL.
- **Certification**: After the case is submitted, the document certifying the school's case will be listed here.
- **OPEID**: The OPEID of the institution filing the case.
- **Cohort Fiscal Year**: The cohort year for which the case is being filed.
- **Status Date**: Indicates the date of the most recent case status update.
- **Appeal Outcome**: This is used only in the official process, and will be blank for the draft process.
- **Cohort Default Rate**: Indicates the institution's cohort default rate.
- **Appeal Sanction**: This is used only in the official process, and will be blank for the draft process.

Comments History

Following the Case Information section is the Comments History box, which displays the full case history, including transitions between the various IDC Workflow phases and all comments. The history is arranged in reverse chronological order, with the most recent status change or comment at the top. The example case in Figure 7-1 shows two status changes and comments at the top. More comments and status changes can be viewed by scrolling down in the box.

Case Actions

The Case Actions section of the page is located below the Comments History, and contains buttons that allow you to make changes to your case. These actions are separate from the IDC Workflow process. When an action becomes available to you, a button will appear in this area.

Adjustments

The Adjustments section consists of a search feature and a table that displays a list of adjustments that have been added to the case.

In a case with many adjustments, the search form permits you to narrow down the number of adjustments that are displayed in the table. You may search by a partial or full Adjustment ID, Borrower SSN, or Borrower Last Name by entering text in the search box and selecting the appropriate query type from the dropdown menu.

The “Advanced Search” link will load a separate search page that allows for more advanced options beyond what the basic search form offers.

The example case in Figure 7-1 contains one adjustment. When you create a new case, this table will be empty until you add adjustments. The columns in the Requested Adjustment table are:

- **Adjustment ID**: The adjustment ID number, automatically assigned by the eCDR Appeals system.
- **Borrower**: The social security number (SSN) of the borrower for which the adjustment has been created.
- **Basis of Alleged Error**: The reason for the adjustment.
- **Number of Loans**: Indicates how many loans associated with the specified borrower have been included in this adjustment.
- **Effect on Calculation**: Indicates what effect(s) the adjustment would have on the cohort default rate calculation. Each effect consists of three parts: an add (+) or subtract (-) sign indicating whether one (1) should be added or subtracted; a letter (N, D, or B) indicating whether the addition/subtraction should affect the numerator (N), denominator (D), or both (B); and the cohort year in which the effect is to take place.
- **Status**: The current status of the adjustment. Refer to Appendix B, “Status Codes” for a definition of status codes.

7.2 Preparing the IDC

Now that you have created a new IDC case and Federal Student Aid has loaded the necessary LRDR extracts, the case status has become “Being prepared”. At this point, you can begin adding adjustments and comments, and then eventually submit your IDC.

Adding a New Adjustment

The first step in preparing your case is to add the necessary adjustments. To add an adjustment to your IDC, select the “New Adjustment” button from the Case Details page.

Selecting a Borrower

Selecting the “New Adjustment” button will load the Borrower Selection page (Figure 7-2). You will be asked to specify the borrower for which you will be making an adjustment. Enter the borrower’s social security number. Do not use dashes or spaces when entering the SSN. After you enter the SSN, select the “Create Adjustment” button.

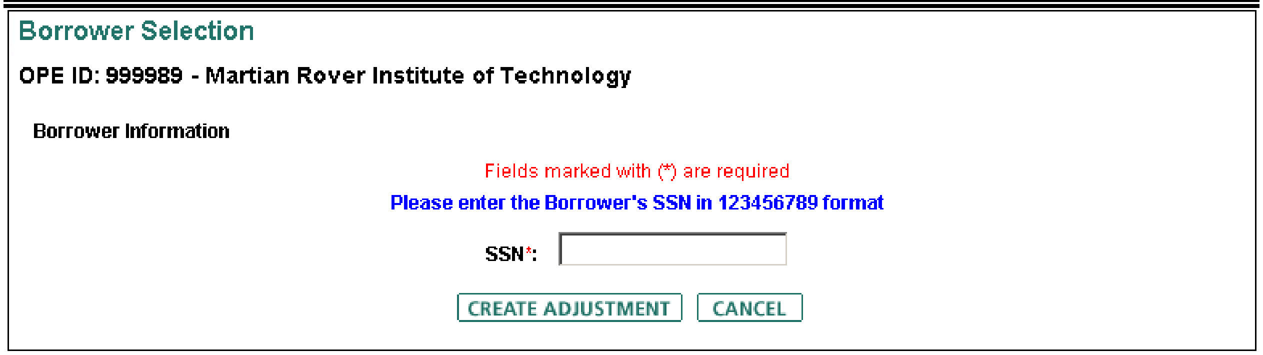


Figure 7-2: Borrower Selection page

The eCDR Appeals system will search for the specified borrower in your institution's LRDR. If the system was able to find the borrower's information, you will be taken directly to the Adjustment Details screen with the borrower's SSN and name already filled in.

If the eCDR Appeals system could not find the borrower's SSN in your institution's LRDR, you will be given the option to either manually add the loan details or re-enter the SSN (Figure 7-3). If you entered the SSN incorrectly, you should re-enter the correct SSN and select "Create Adjustment". If, however, you intended to add a borrower that is not in the LRDR but should be included for the purpose of calculating your cohort default rate, select the "OK" button to continue to the Adjustment Details screen, where you can manually enter the borrower's SSN and name.

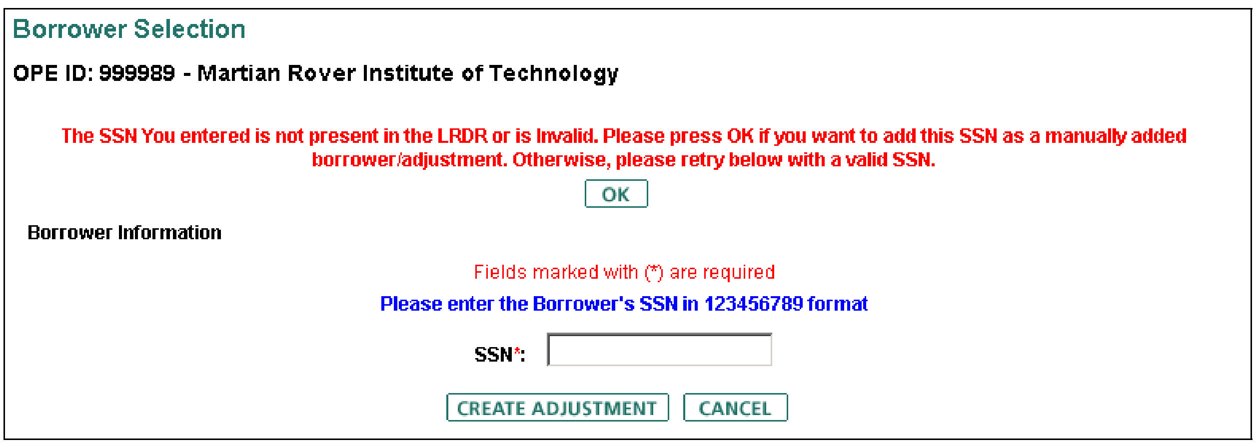
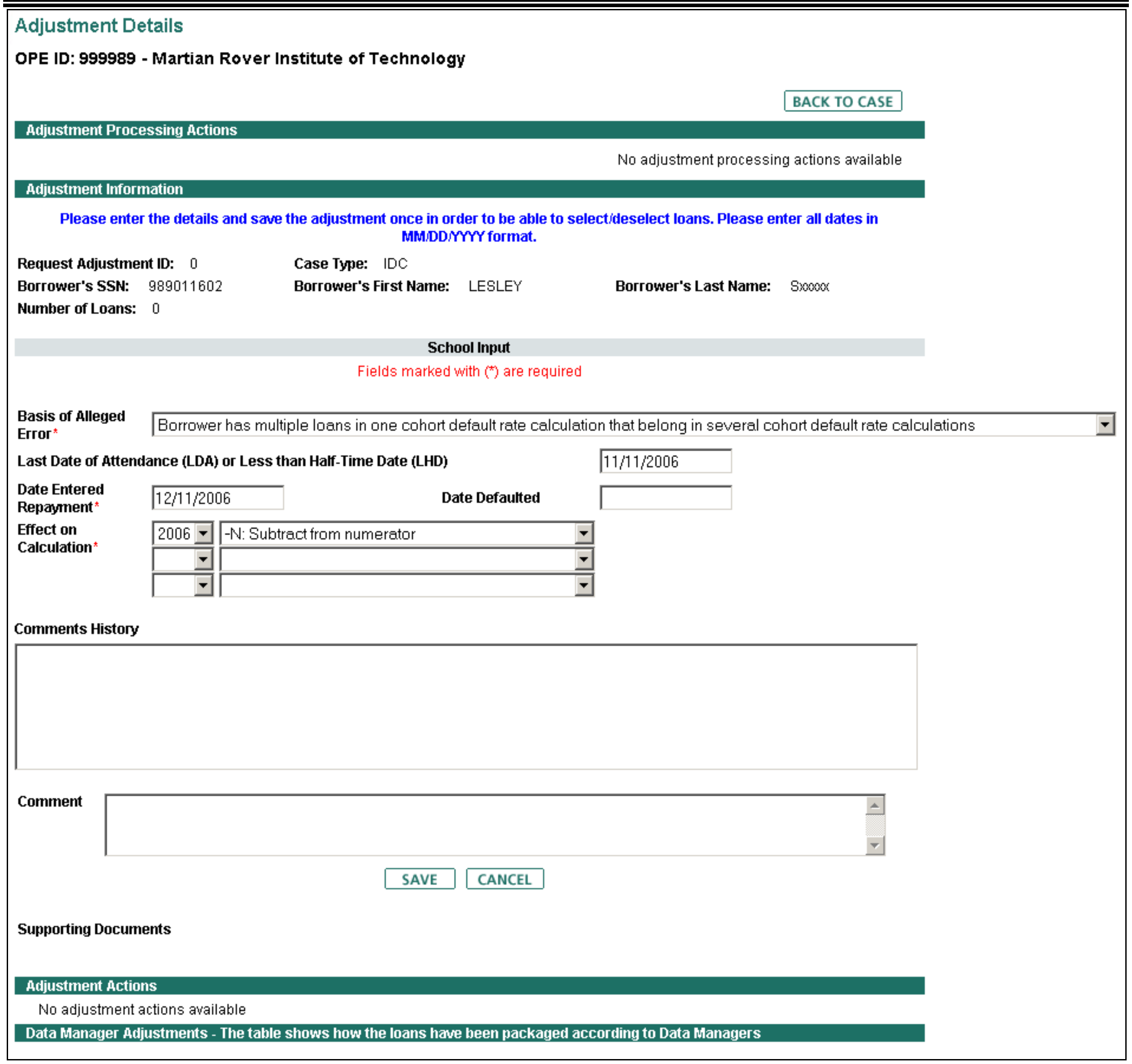


Figure 7-3: A message indicating that the borrower's record was not found

Entering Adjustment Details

After selecting a borrower, or electing to manually enter a borrower's information, the Adjustment Details page will be displayed (Figure 7-4). If the system was able to find the borrower in the LRDR, the borrower's SSN, first name, and last name will be filled in for you. If the system was unable to find the borrower, there will be three additional fields in which you should manually enter the required information.



Adjustment Details

OPE ID: 999989 - Martian Rover Institute of Technology

BACK TO CASE

Adjustment Processing Actions

No adjustment processing actions available

Adjustment Information

Please enter the details and save the adjustment once in order to be able to select/deselect loans. Please enter all dates in MM/DD/YYYY format.

Request Adjustment ID: 0 Case Type: IDC
Borrower's SSN: 989011602 Borrower's First Name: LESLEY Borrower's Last Name: Sxxxxx
Number of Loans: 0

School Input

Fields marked with (*) are required

Basis of Alleged Error*: Borrower has multiple loans in one cohort default rate calculation that belong in several cohort default rate calculations

Last Date of Attendance (LDA) or Less than Half-Time Date (LHD): 11/11/2006

Date Entered Repayment*: 12/11/2006 Date Defaulted:

Effect on Calculation*: 2006 -N: Subtract from numerator

Comments History

Comment

SAVE CANCEL

Supporting Documents

Adjustment Actions

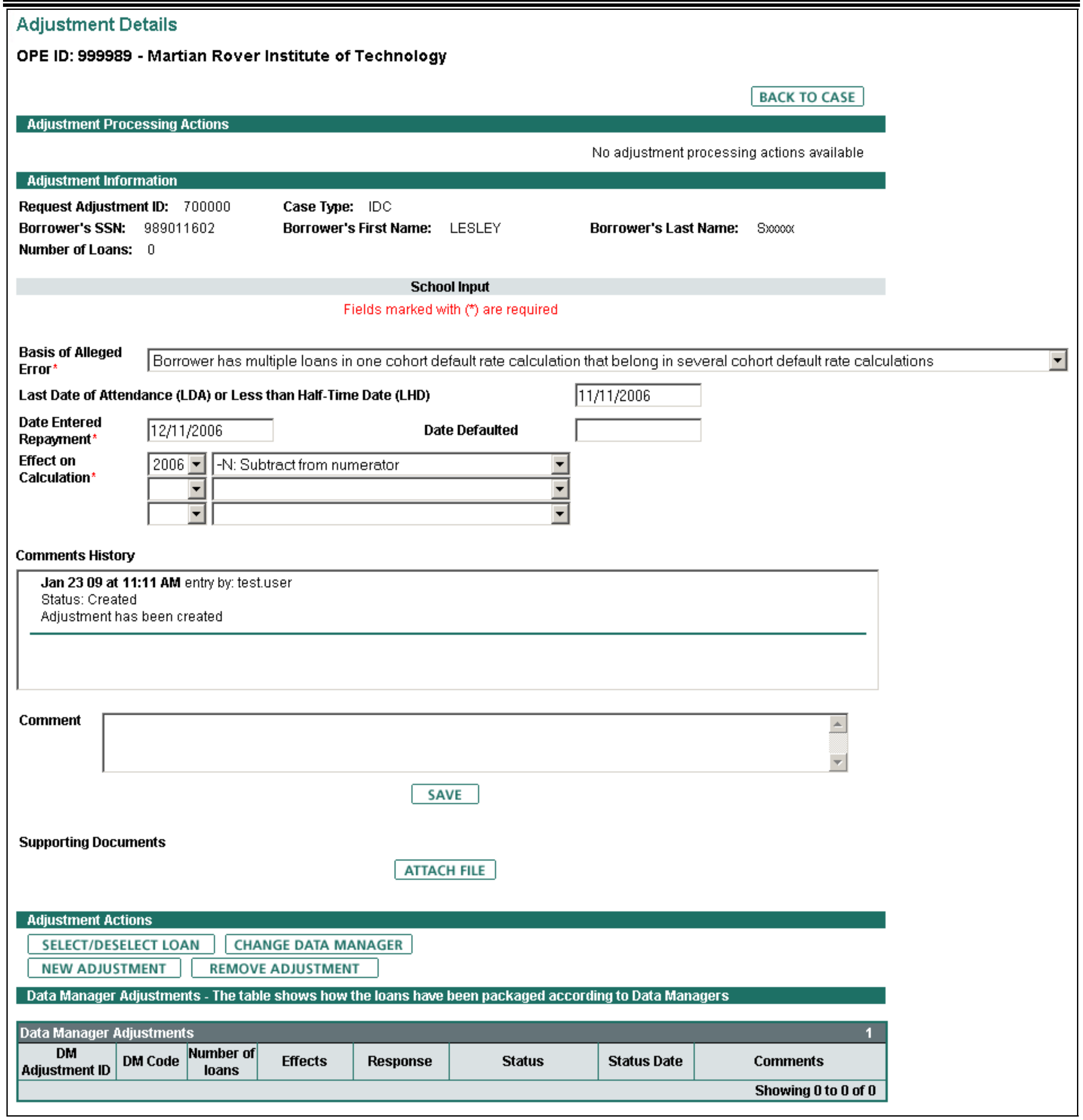
No adjustment actions available

Data Manager Adjustments - The table shows how the loans have been packaged according to Data Managers

Figure 7-4: Entering a new adjustment on the Adjustment Details page

The Adjustment Details form allows you to enter the borrower's information and specify the requested adjustment. When you are done entering the information, select the "Save" button. The Adjustment Details page will refresh, giving you additional options (Figure 7-5). These options are:

- **Select/Deselect Loan**: Allows you to choose which of this borrower's loans to include in the adjustment.
- **Change Data Manager**: Allows you to specify a different data manager to which a loan belongs if the displayed data manager is incorrect.
- **Attach File**: Allows you to include supporting documentation.
- **Remove Adjustment**: Removes this adjustment from your IDC.


Adjustment Details

OPE ID: 999989 - Martian Rover Institute of Technology

BACK TO CASE

Adjustment Processing Actions

No adjustment processing actions available

Adjustment Information

Request Adjustment ID: 700000 Case Type: IDC
Borrower's SSN: 989011602 Borrower's First Name: LESLEY Borrower's Last Name: Sxxxxx
Number of Loans: 0

School Input

Fields marked with (*) are required

Basis of Alleged Error*: Borrower has multiple loans in one cohort default rate calculation that belong in several cohort default rate calculations
Last Date of Attendance (LDA) or Less than Half-Time Date (LHD): 11/11/2006
Date Entered Repayment*: 12/11/2006 Date Defaulted
Effect on Calculation*: 2006 -N: Subtract from numerator

Comments History

Jan 23 09 at 11:11 AM entry by: test.user
Status: Created
Adjustment has been created

Comment

SAVE

Supporting Documents

ATTACH FILE

Adjustment Actions

SELECT/DESELECT LOAN CHANGE DATA MANAGER
NEW ADJUSTMENT REMOVE ADJUSTMENT

Data Manager Adjustments - The table shows how the loans have been packaged according to Data Managers

Data Manager Adjustments 1

DM Adjustment ID	DM Code	Number of loans	Effects	Response	Status	Status Date	Comments

Showing 0 to 0 of 0

Figure 7-5: A new adjustment in progress

Attaching a Supporting Document

In order to attach documentation to support an adjustment, select the “Attach File” button from the Adjustment Details page. The Attachments page will load, prompting you to choose a file and enter a description (Figure 7-6). Please consider the recommendations regarding file attachments in Section 1.4 when attaching a file.

Once you choose the correct document, enter a basic description of the document in the “File Description” field, then select the “Save” button to add it to the adjustment. This will return you to the Adjustment Details page, where your newly attached file and its description will be displayed under the “Supporting Documents” list. Alternatively, if you do not wish to attach a file at this time, select the "Back to Adjustment" button to return to the Adjustment Details page without attaching a file.

You may attach more documentation by selecting the "Attach File" button on the Adjustment Details screen and repeating this process.

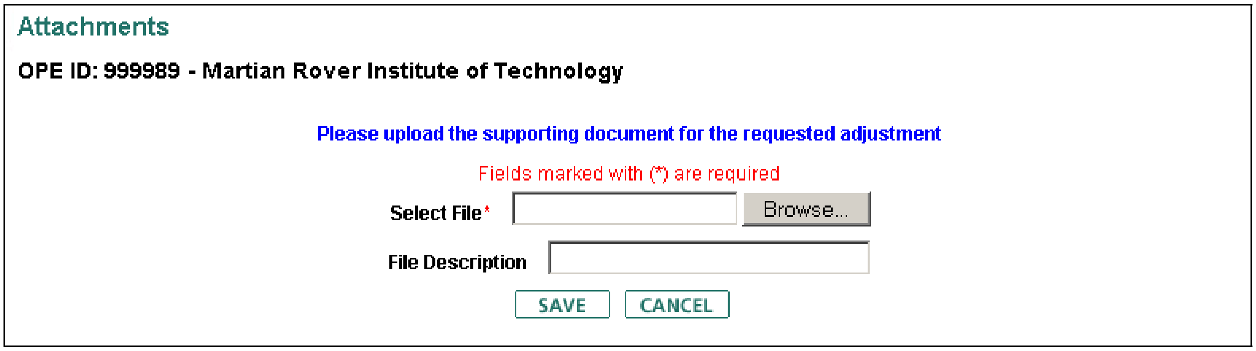


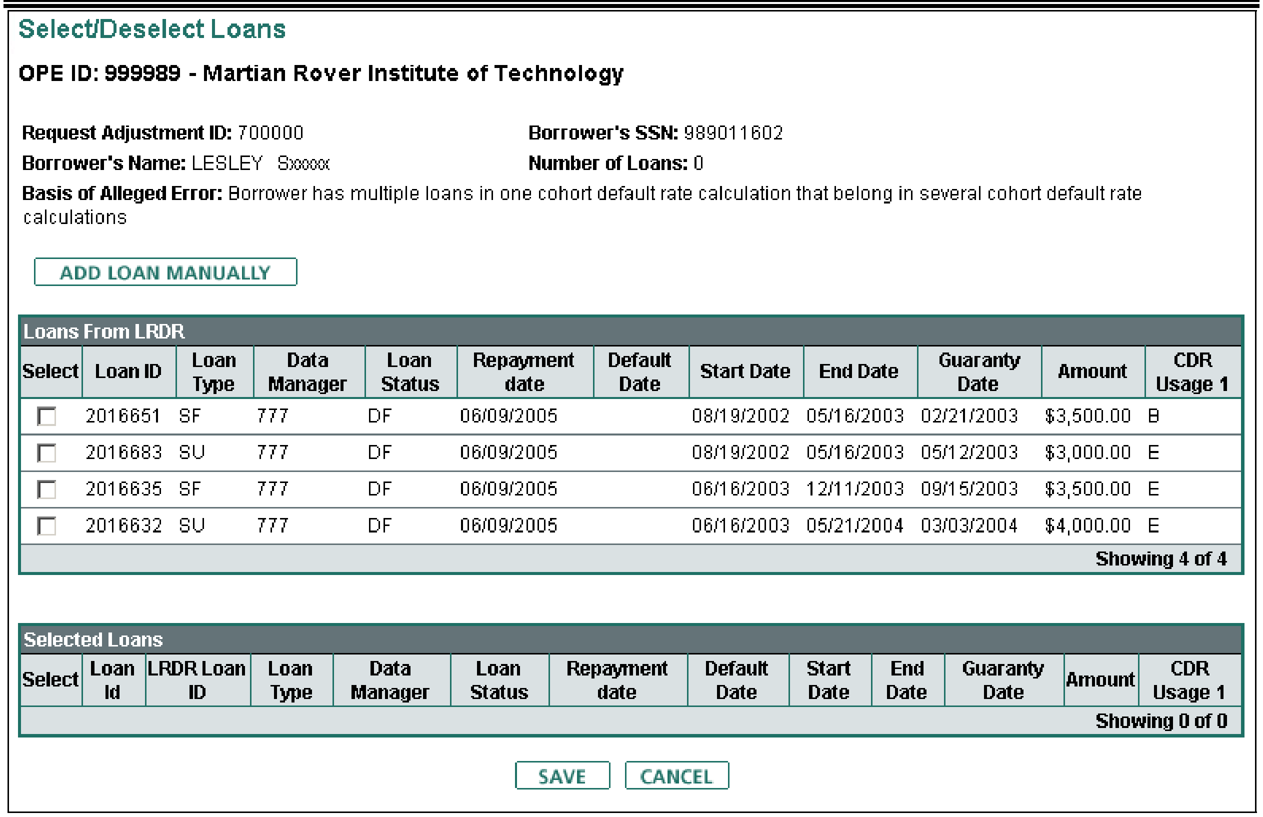
Figure 7-6: Attaching supporting documentation

Removing a Supporting Document

To remove a supporting document, select the "Remove" button to the right of the document on the Adjustment Details page. The specified document will be removed from the adjustment.

Selecting and Deselecting Loans

To specify which loans should or should not be included in the adjustment, select the "Select/Deselect Loan" button on the Adjustment Details form. This will bring up the Select/Deselect Loans page (Figure 7-7).



Select/Deselect Loans

OPE ID: 999989 - Martian Rover Institute of Technology

Request Adjustment ID: 700000 **Borrower's SSN:** 989011602
Borrower's Name: LESLEY Sxxxxx **Number of Loans:** 0
Basis of Alleged Error: Borrower has multiple loans in one cohort default rate calculation that belong in several cohort default rate calculations

ADD LOAN MANUALLY

Loans From LRDR

Select	Loan ID	Loan Type	Data Manager	Loan Status	Repayment date	Default Date	Start Date	End Date	Guaranty Date	Amount	CDR Usage 1
☐	2016651	SF	777	DF	06/09/2005		08/19/2002	05/16/2003	02/21/2003	$3,500.00	B
☐	2016683	SU	777	DF	06/09/2005		08/19/2002	05/16/2003	05/12/2003	$3,000.00	E
☐	2016635	SF	777	DF	06/09/2005		06/16/2003	12/11/2003	09/15/2003	$3,500.00	E
☐	2016632	SU	777	DF	06/09/2005		06/16/2003	05/21/2004	03/03/2004	$4,000.00	E

Showing 4 of 4

Selected Loans

Select	Loan Id	LRDR Loan ID	Loan Type	Data Manager	Loan Status	Repayment date	Default Date	Start Date	End Date	Guaranty Date	Amount	CDR Usage 1

Showing 0 of 0

SAVE CANCEL

Figure 7-7: Selecting loans to include in the adjustment

On this page, the borrower's loans are automatically retrieved from your institution's LRDR and are listed in the table named "Loans from LRDR". If the borrower has a loan that is not listed, you may manually add the loan by selecting the "Add Loan Manually" button.

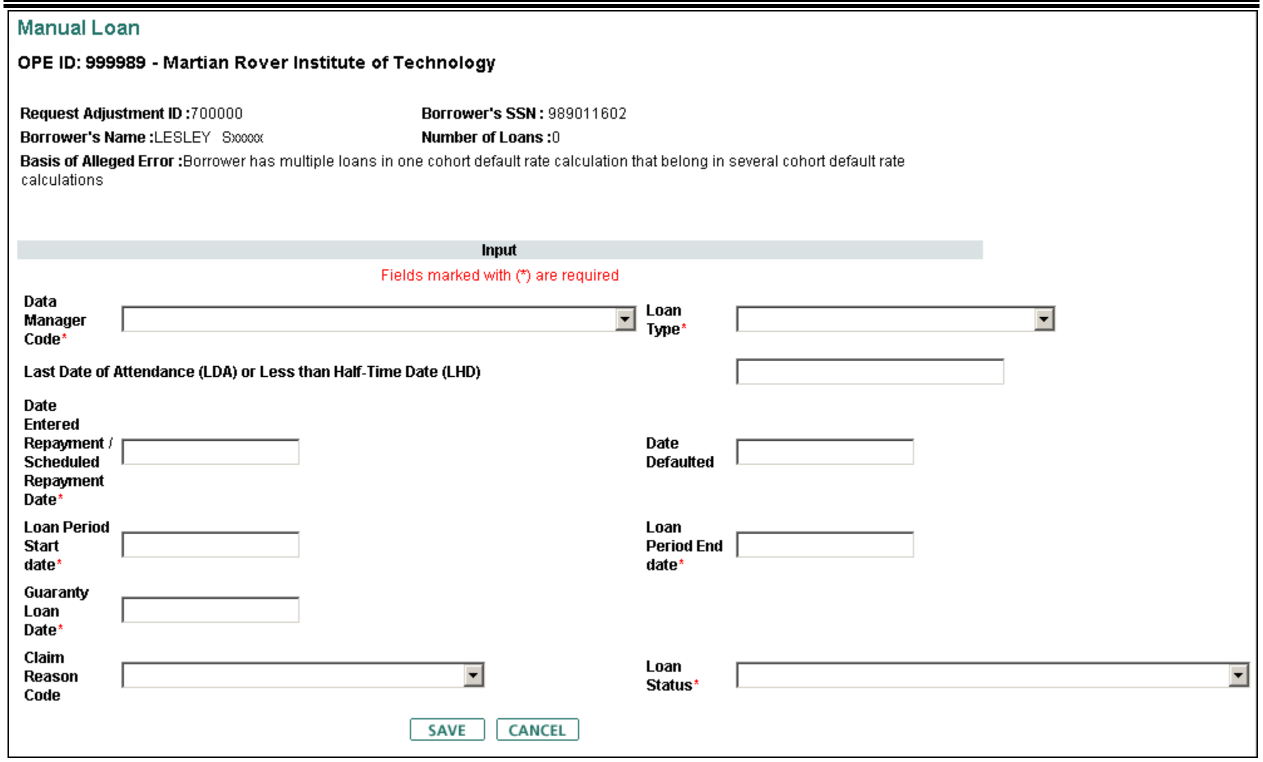
Manually Adding a Loan

If the borrower has a loan that is not listed in the "Loans from LRDR" table, then you can manually add the loan details.

Note: You must attach relevant supporting documentation on the Adjustment Details page before the eCDR Appeals system will allow you to manually add a loan. This ensures that there is information to support the loan.

To manually enter a loan that is not in the LRDR, select the "Add Loan Manually" button on the Select/Deselect Loans page. This will bring up the Manual Loan page, allowing you to enter the loan details (Figure 7-8).

Note: When manually entering a loan, the information entered should come from NSLDS. Do not enter the adjustment information that was entered on the Adjustment Details page. The Manual Loan information should include the loan details as currently reflected in NSLDS to help determine which loan is being adjusted.



Manual Loan

OPE ID: 999989 - Martian Rover Institute of Technology

Request Adjustment ID :700000 **Borrower's SSN :** 989011602
Borrower's Name :LESLEY Sxxxxx **Number of Loans :**0
Basis of Alleged Error : Borrower has multiple loans in one cohort default rate calculation that belong in several cohort default rate calculations

Input

Fields marked with (*) are required

Data Manager Code* | Loan Type*

Last Date of Attendance (LDA) or Less than Half-Time Date (LHD)

Date Entered Repayment / Scheduled Repayment Date* | Date Defaulted

Loan Period Start date* | Loan Period End date*

Guaranty Loan Date*

Claim Reason Code | Loan Status*

SAVE CANCEL

Figure 7-8: Manually adding a loan

Once you have entered the loan information, select the “Save” button. You will be returned to the Select/Deselect Loans page, and the manually added loan will appear in the “Selected Loans” list.

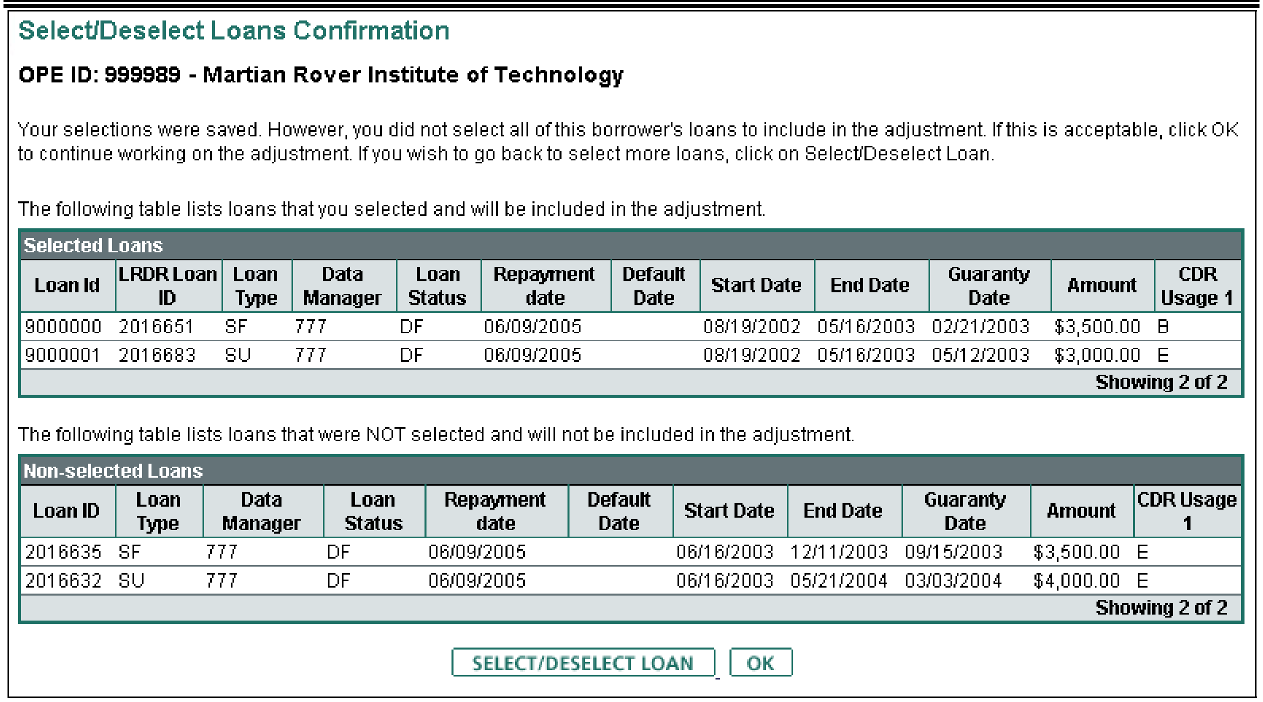
Selecting Loans from the LRDR

If the loans you wish to add to the adjustment have automatically been retrieved from the LRDR and are displayed in the “Loans from LRDR” list on the Select/Deselect Loans page, then mark the appropriate checkboxes next to the loans you wish to select.

When you are done selecting the desired loans and manually adding loans, select the “Save” button.

Loan Selection Confirmation

If you did not select all the available loans on the Select/Deselect Loans page, a confirmation page (Figure 7-9) will appear after you click “Save”.



Select/Deselect Loans Confirmation

OPE ID: 999989 - Martian Rover Institute of Technology

Your selections were saved. However, you did not select all of this borrower's loans to include in the adjustment. If this is acceptable, click OK to continue working on the adjustment. If you wish to go back to select more loans, click on Select/Deselect Loan.

The following table lists loans that you selected and will be included in the adjustment.

Selected Loans

Loan Id	LRDR Loan ID	Loan Type	Data Manager	Loan Status	Repayment date	Default Date	Start Date	End Date	Guaranty Date	Amount	CDR Usage 1
9000000	2016651	SF	777	DF	06/09/2005		08/19/2002	05/16/2003	02/21/2003	$3,500.00	B
9000001	2016683	SU	777	DF	06/09/2005		08/19/2002	05/16/2003	05/12/2003	$3,000.00	E

Showing 2 of 2

The following table lists loans that were NOT selected and will not be included in the adjustment.

Non-selected Loans

Loan ID	Loan Type	Data Manager	Loan Status	Repayment date	Default Date	Start Date	End Date	Guaranty Date	Amount	CDR Usage 1
2016635	SF	777	DF	06/09/2005		06/16/2003	12/11/2003	09/15/2003	$3,500.00	E
2016632	SU	777	DF	06/09/2005		06/16/2003	05/21/2004	03/03/2004	$4,000.00	E

Showing 2 of 2

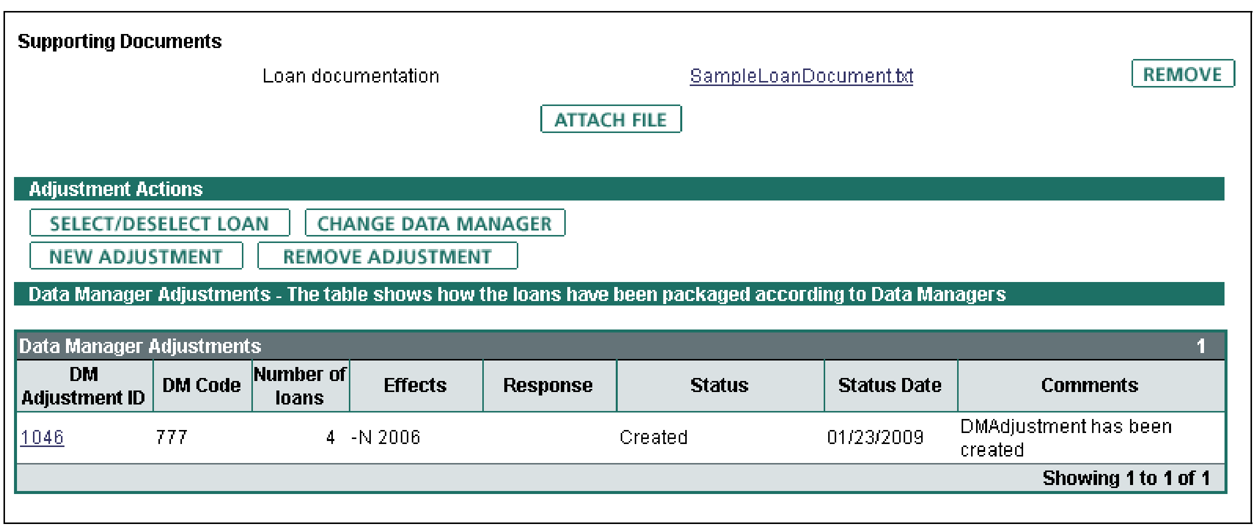
SELECT/DESELECT LOAN OK

Figure 7-9: Confirming loan selections

Please review your selected loans and ensure that all the loans that pertain to the case have been selected. If the list of selected loans looks acceptable, click "OK" to continue to the Adjustment Details page. If further changes need to be made to the selected loans, click "Select/Deselect Loans" to return and select more loans.

Reviewing Your Changes so Far

Figure 7-10 shows a portion of the Adjustment Details screen after loans have been added and one supporting document has been attached to an adjustment. In the Supporting Documents list, a new entry consisting of the document's description, a link to download the file, and a Remove button has been added. In the Data Manager Adjustments table, the Data Manager associated with the selected loans has been added.



Supporting Documents

Loan documentation SampleLoanDocument.txt REMOVE

ATTACH FILE

Adjustment Actions

SELECT/DESELECT LOAN CHANGE DATA MANAGER
NEW ADJUSTMENT REMOVE ADJUSTMENT

Data Manager Adjustments - The table shows how the loans have been packaged according to Data Managers

Data Manager Adjustments 1

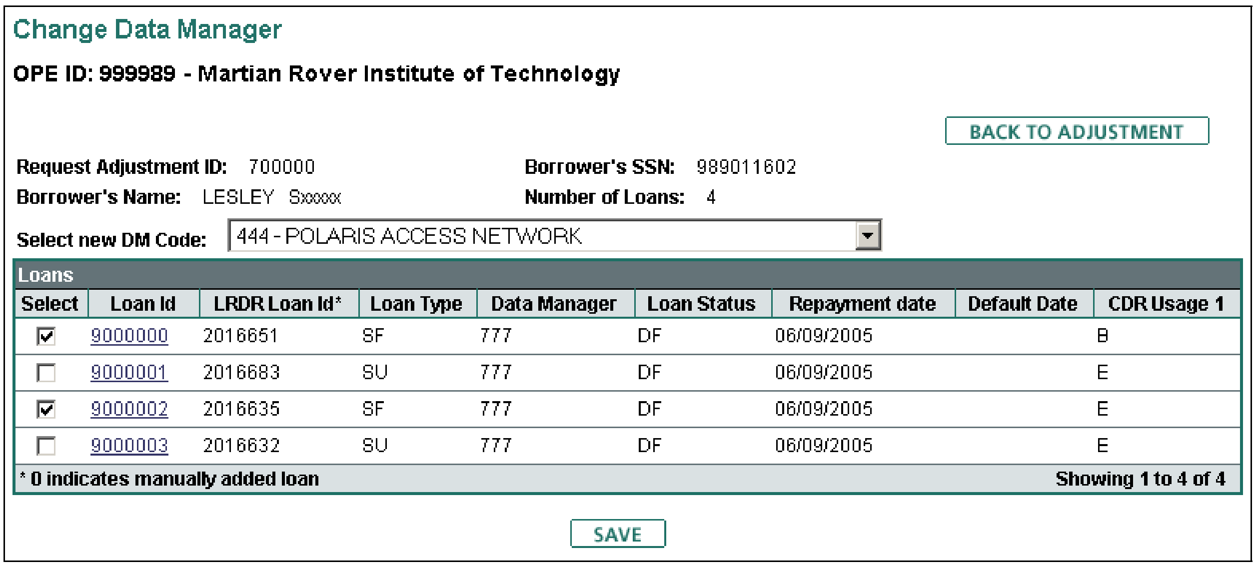
DM Adjustment ID	DM Code	Number of loans	Effects	Response	Status	Status Date	Comments
1046	777	4	-N 2006		Created	01/23/2009	DMAdjustment has been created

Showing 1 to 1 of 1

Figure 7-10: Adjustment Details page with a new DM adjustment and supporting document

Changing the Data Manager

If a loan is associated with an incorrect data manager, you have the option to change the data manager for specific loans. To change a data manager, select the "Change Data Manager" button on the Adjustment Details page. The Change Data Manager page (Figure 7-11) will display. All the loans associated with the adjustment will be listed in the Loans table. Select the checkboxes for the loans that have the incorrect data manager. Select the correct data manager from the dropdown menu above the Loans table. Select the "Save" button to make the data manager changes. The Change Data Manager page will reload with the updated data manager information in the Loans table. Once you have verified that the changes are correct, you may return to the Adjustment Details screen by selecting the "Back to Adjustment" button.


Change Data Manager

OPE ID: 999989 - Martian Rover Institute of Technology

BACK TO ADJUSTMENT

Request Adjustment ID: 700000 Borrower's SSN: 989011602

Borrower's Name: LESLEY Sxxxxx Number of Loans: 4

Select new DM Code: 444 - POLARIS ACCESS NETWORK

Loans

Select	Loan Id	LRDR Loan Id*	Loan Type	Data Manager	Loan Status	Repayment date	Default Date	CDR Usage 1
☑	9000000	2016651	SF	777	DF	06/09/2005		B
☐	9000001	2016683	SU	777	DF	06/09/2005		E
☑	9000002	2016635	SF	777	DF	06/09/2005		E
☐	9000003	2016632	SU	777	DF	06/09/2005		E

* 0 indicates manually added loan Showing 1 to 4 of 4

SAVE

Figure 7-11: Changing the data manager for two loans

Removing an Adjustment

To remove an adjustment from your case, select the "Remove Adjustment" button on the Adjustment Details page of the adjustment you wish to remove. A confirmation page will load, prompting you to verify the removal of the adjustment. To remove the adjustment from your case, select "OK". To keep the adjustment, select "Cancel" to return to the Adjustment Details page. If you select "OK", the adjustment will be removed from the case and you will be returned to the Case Details page.

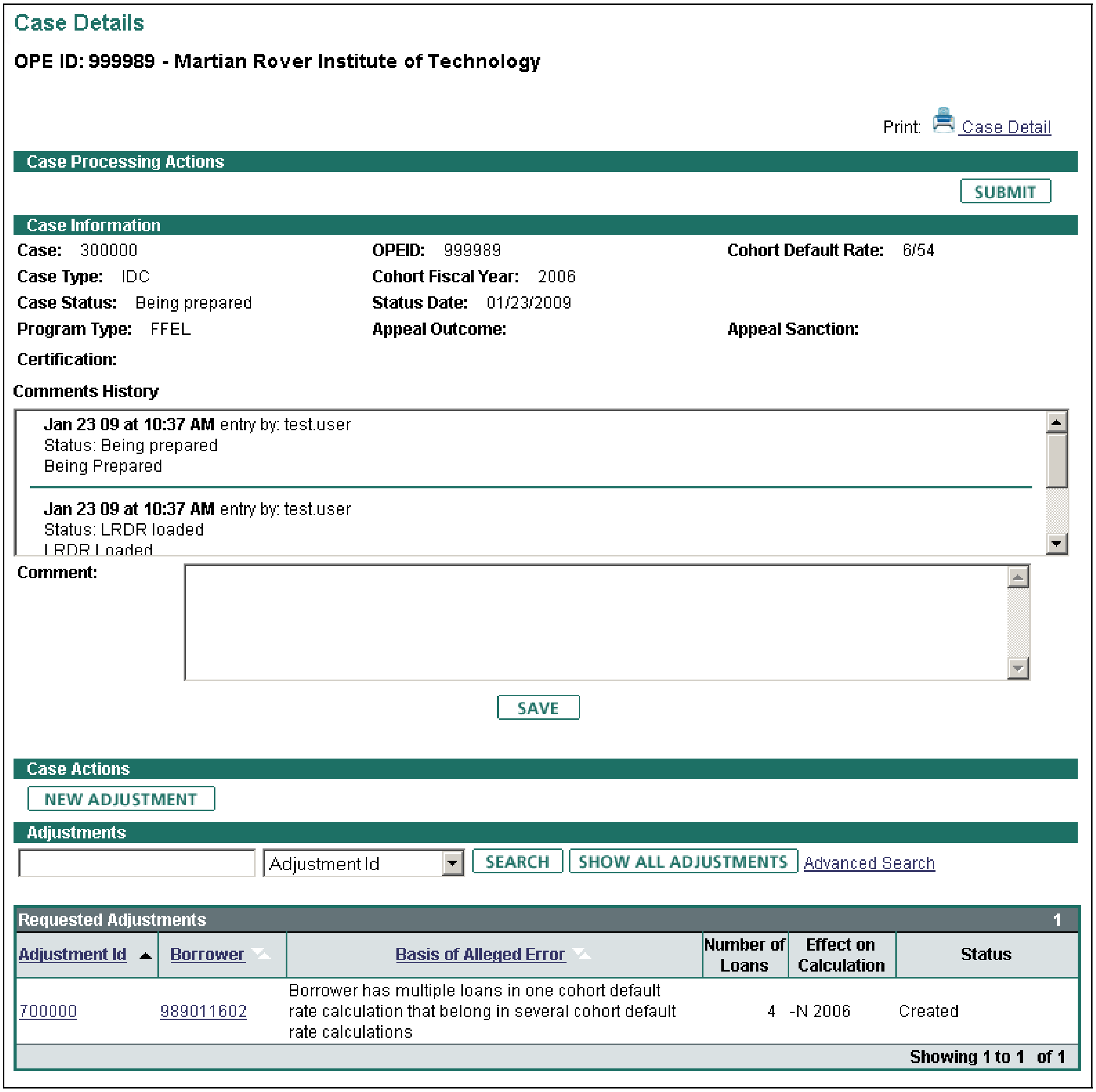
Adding Comments

If you wish to add a comment to your case at any point, enter your remarks in the Comments field on the Case Detail page and select "Save". The comment will be added to the History table. It will be visible to anyone who has access to the case, such as Data Managers and PPD Caseworkers. Adding a comment is optional.

In addition to adding a comment on the Case Detail page, you may also add adjustment-specific comments on the Adjustment Details page. Comments added to the Adjustment Details page will only be visible to those who have access to the adjustment (e.g., data managers associated with a loan in the adjustment).

After an Adjustment is Complete

When you are done adding the borrower, loans, and supporting documentation for an adjustment, select the "Back to Case" button on the Adjustment Details page. This will return you to the Case Details page, where the new adjustment will appear in the Requested Adjustments list (see Figure 7-12). You can always return to the Adjustment Details page to view or change an adjustment by selecting the adjustment record number in the Requested Adjustments list on the Case Details page.



Case Details

OPE ID: 999989 - Martian Rover Institute of Technology

Print: Case Detail

Case Processing Actions

SUBMIT

Case Information

Case: 300000	**OPEID:** 999989	**Cohort Default Rate:** 6/54
Case Type: IDC	**Cohort Fiscal Year:** 2006	
Case Status: Being prepared	**Status Date:** 01/23/2009	
Program Type: FFEL	**Appeal Outcome:**	**Appeal Sanction:**
Certification:		

Comments History

Jan 23 09 at 10:37 AM entry by: test.user
Status: Being prepared
Being Prepared

Jan 23 09 at 10:37 AM entry by: test.user
Status: LRDR loaded
LRDR Loaded

Comment:

SAVE

Case Actions

NEW ADJUSTMENT

Adjustments

Adjustment Id SEARCH SHOW ALL ADJUSTMENTS Advanced Search

Requested Adjustments 1

Adjustment Id	Borrower	Basis of Alleged Error	Number of Loans	Effect on Calculation	Status
700000	989011602	Borrower has multiple loans in one cohort default rate calculation that belong in several cohort default rate calculations	4	-N 2006	Created

Showing 1 to 1 of 1

Figure 7-12: Case Details page with one adjustment

To add more adjustments to the IDC, select the "New Adjustment" button from the Case Details page and repeat the process outlined above.

7.3 Submitting the IDC

Once you have added all necessary adjustments to the case, please review the adjustments to ensure they are correct and complete. Some items to verify include:

- The necessary adjustments have been created
- Each adjustment specifies the correct borrower
- Each adjustment contains all the loans in question
- The loans in each adjustment have the correct data manager code
- Supporting documentation is attached, if needed

To assist in reviewing your IDC before submission, a summarized list of adjustments is displayed on the Case Details page (see Figure 7-12 for an example of a case with one adjustment). To see detailed information on an adjustment, select its adjustment record number to bring up the Adjustment Details page.

A prerequisite for submitting your case is a signed certificate from the CEO, President, or owner of your school stating that all the data in the IDC is correct under penalty of perjury. This certificate should be a computer file in any format (refer to Section 1.4, "File Attachments", for tips on what kind of file to use).

Once you have verified that all adjustments are ready and you are prepared to upload the certification, select the "Submit" button at the top right of the Case Details page. This will display the Case Preview page (Figure 7-13).

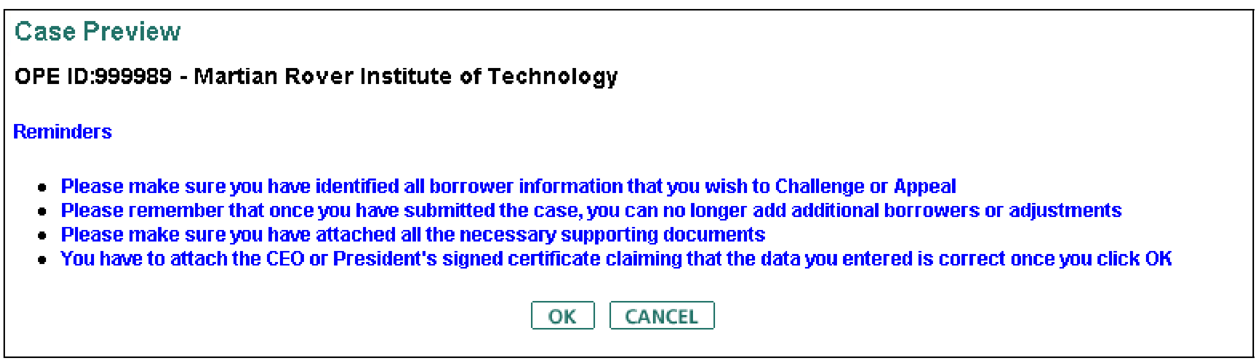


Figure 7-13: Previewing a case before submission

The Case Preview page lists all the requirements for submitting a case. If you wish to make any further changes before submission, select "Cancel" to return to the Case Details page. Otherwise, if no changes are needed, select "OK". This will load an Attachments page where you can choose the file that contains the President/CEO's certification (Figure 7-14). Section 1.4 outlines recommendations to consider when attaching a file.

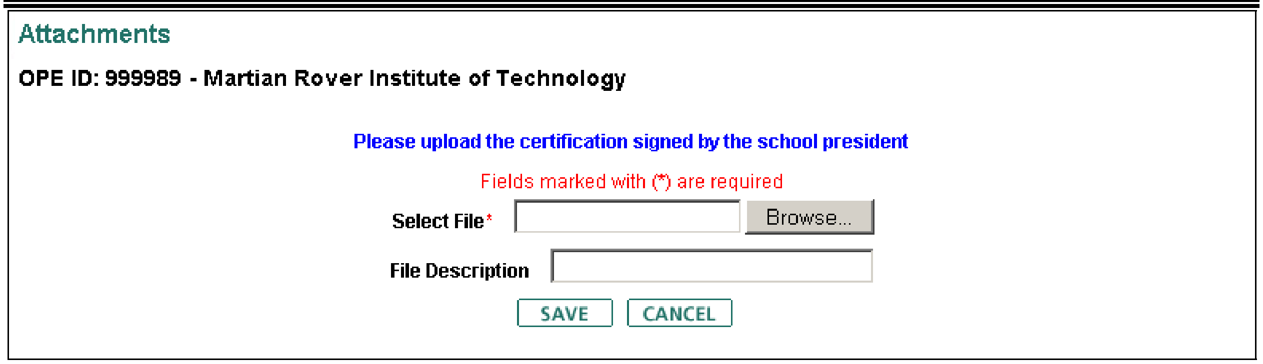


Figure 7-14: Attaching a certification

In the File Description field, simply enter “Certification”. When you are done, select “Save”. This will submit the case to the appropriate Data Managers.

If the timeframe for submitting an IDC case has passed, then the system will display a message indicating that the case has been rejected due to submission outside of the timeframe.

Once the case is submitted, the Case Details page will display, confirming the submission. You will no longer be able to modify the case. The appropriate Data Managers and Federal Student Aid staff will automatically be notified of the submitted IDC. Additionally, the status of the case in your Current Cases list will read “Data Manager Review”, indicating that the case is now available for the data managers to review.

When the data managers complete their reviews of the IDC and submit their response, you will be notified via email. The email will be sent to the email address you specified in your profile.

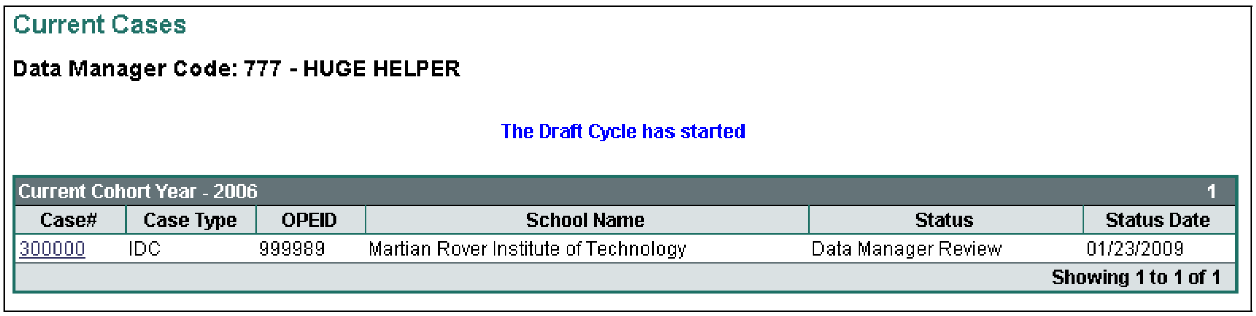
8. DATA MANAGER: REVIEW IDC

8.1 Current Cases Page and Case Details Page

Before we discuss the process involved in reviewing and responding to an Incorrect Data Challenge (IDC), we will provide an overview of the Current Cases page and the Case Details page.

Current Cases Page Overview

First, log in to the eCDR Appeals system (refer to Chapter 2, "All Users: Navigation" for information on how to access the system and select a Perspective if needed). Select "Case" from the main menu and "View Current Cases" from the submenu. This will present you with the Current Cases page (Figure 8-1).


Current Cases

Data Manager Code: 777 - HUGE HELPER

The Draft Cycle has started

Current Cohort Year - 2006					1
Case#	**Case Type**	**OPEID**	**School Name**	**Status**	**Status Date**
300000	IDC	999989	Martian Rover Institute of Technology	Data Manager Review	01/23/2009
					Showing 1 to 1 of 1

Figure 8-1: The Current Cases page

The Current Cases page lists all current cases that you have access to, along with their status information. If a case is in "Data Manager Review" status, you have access to review the school's case, request more information on an adjustment, and indicate your agreement or disagreement with each adjustment.

To choose a particular IDC to review, select the case ID number of the desired case. This will load the Case Details page.

Case Details Page Overview

The Case Details page (Figure 8-2) is the focal point of the IDC review process. From this page, you can view the overall status of a case, along with its individual adjustments, borrowers, loans, status history and comments.

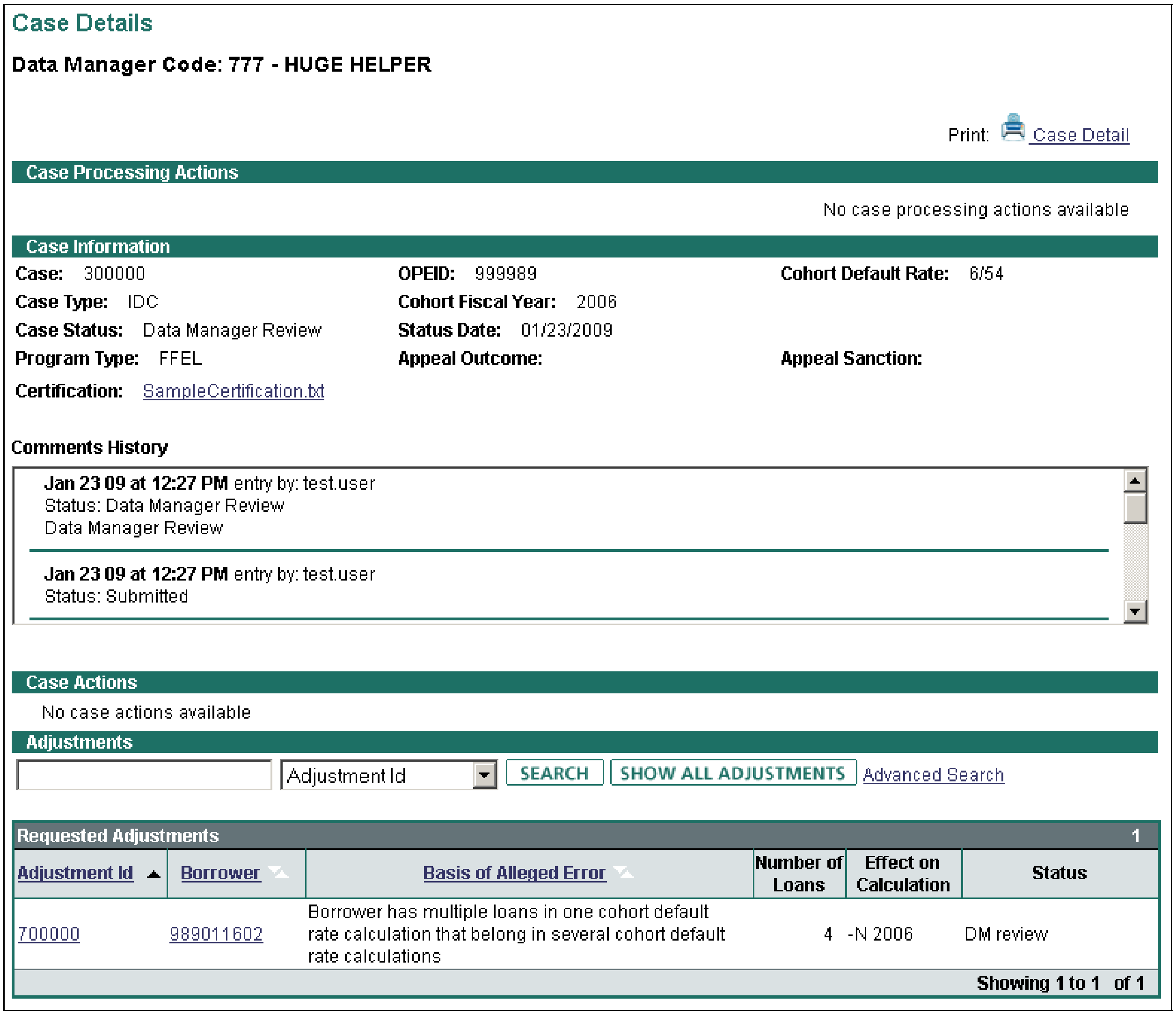


Figure 8-2: The Case Details page

Agency Information

At the top of the Case Details page, your agency's code and name are displayed. If you have access to multiple Perspectives, this information will assist in verifying that you are in the correct Perspective.

Case Processing Actions

The Case Processing Actions section of the page contains buttons that allow you to move the case to the next phase of the IDC Workflow process. When a case is initially created, no actions are available. However, when an action becomes available to you, a button will appear in this area.

Case Information

The current case status information is shown underneath your agency's code and name. This information is populated by the system and includes:

- **Case**: The case ID number, automatically assigned by the eCDR Appeals system.
- **Case Type**: The type of challenge or appeal (e.g., IDC, NDA, UDA).
- **Case Status**: Indicates which phase the case is currently in. See Section 1.3, "IDC Workflow Phases" for more information on IDC phases. Refer to Appendix B, "Status Codes" for a definition of status codes.
- **Program Type**: Indicates the type of program the school is taking part in: FFEL, DL, or FFEL/DL.
- **Certification**: After the case is submitted, the document certifying the school's case will be listed here.
- **OPEID**: The OPEID of the institution filing the case.
- **Cohort Fiscal Year**: The cohort year for which the case is being filed.
- **Status Date**: Indicates the date of the most recent case status update.
- **Appeal Outcome**: This is used only in the official process, and will be blank for the draft process.
- **Cohort Default Rate**: Indicates the institution's cohort default rate.
- **Appeal Sanction**: This is used only in the official process, and will be blank for the draft process.

Comments History

Following the Case Information section is the Comments History box, which displays the full case history, including transitions between the various IDC Workflow phases and all comments. The history is arranged in reverse chronological order, with the most recent status change or comment at the top. The example case in Figure 8-2 shows two status changes and comments at the top. More comments and status changes can be viewed by scrolling down in the box.

Case Actions

The Case Actions section of the page is located below the Comments History, and contains buttons that allow you to make changes to the case. These actions are separate from the IDC Workflow process. When an action becomes available to you, a button will appear in this area.

Adjustments

The Adjustments section consists of a search feature and a table that displays a list of adjustments that have been added to the case.

In a case with many adjustments, the search form permits you to narrow down the number of adjustments that are displayed in the table. You may search by a partial or full Adjustment ID, Borrower SSN, or Borrower Last Name by entering text in the search box and selecting the appropriate query type from the dropdown menu.

The "Advanced Search" link will load a separate search page that allows for more advanced options beyond what the basic search form offers.

The example case in Figure 8-2 contains one adjustment. The columns in the Requested Adjustment table are:

- **Adjustment ID**: The adjustment ID number, automatically assigned by the eCDR Appeals system.
- **Borrower**: The social security number (SSN) of the borrower for which the adjustment has been created.
- **Basis of Alleged Error**: The reason for the adjustment.
- **Number of Loans**: Indicates how many loans associated with the specified borrower will be included in this adjustment.
- **Effect on Calculation**: Indicates what effect(s) the adjustment would have on the cohort default rate calculation. Each effect consists of three parts: an add (+) or subtract (-) sign indicating whether one (1) should be added or subtracted; a letter (N, D, or B) indicating whether the addition/subtraction should affect the numerator (N), denominator (D), or both (B); and the cohort year in which the effect is to take place.
- **Status**: The current status of the adjustment. Refer to Appendix B, "Status Codes" for a definition of status codes.

8.2 Reviewing an IDC

When a school submits an IDC containing adjustments that affect you as a data manager, then you will automatically be notified via email about the new IDC. The email will be sent to the email address specified in your eCDR Appeals profile (see Chapter 4, "Data Manager: Create Profile" for information on setting up your profile).

To review an IDC, first open it from the Current Cases page. To do this, select the desired case number from the Current Cases list. The Case Details page will load.

On the Case Details page, the Requested Adjustments table will list the adjustments requested by the institution.

Viewing Borrower Information

To examine the loan information for a borrower in an adjustment, select the borrower's SSN from the Requested Adjustments table. The Borrower Loans List page will load, displaying a table that lists the loans associated with that borrower (Figure 8-3).

Tip: You may find it helpful to have the Borrower Loans List easily accessible while reviewing the requested adjustment. To open the Borrower Loans List in a new window, right-click on the borrower's SSN and select "Open in New Window". The Borrower Loans List will open in a new web browser window, and you can then open the adjustment in the original window. This will allow you to easily switch between the borrower adjustment and the borrower's loan information while working on the adjustment.

Borrower Loans List

Borrower's SSN: 989011602

Borrower's Name: LESLEY Sxxxxx

Loans Usage Code Information

From Current LRDR	Included in Case	Loan Type	Begin Date	End Date	Loan Guaranty Date	Amount	Current School	Guaranty Agency	GA Routed To
Yes	Yes	SF	08/19/2002	05/16/2003	02/21/2003	$3,500.00	999989	777	777
Yes	Yes	SU	08/19/2002	05/16/2003	05/12/2003	$3,000.00	999989	777	777
Yes	Yes	SF	06/16/2003	12/11/2003	09/15/2003	$3,500.00	999989	777	777
Yes	Yes	SU	06/16/2003	05/21/2004	03/03/2004	$4,000.00	999989	777	777

Figure 8-3: Viewing a borrower's loans

The "From Current LRDR" column identifies loans that are either in the current year's LRDR or were manually added. If there is a "Yes" indicator in that column, the loan record is from this year's LRDR. You can see the current and previous usage codes for the loans on the right hand side of the table (Figure 8-4). You may have to scroll to the right of the page to see the columns.

BACK TO CASE

Adjustment ID	Status	Repayment Date	Default Date	Official Usage Code	Draft Usage Code	Previous Year Usage Code	Two Year Previous Code
700000	DF	06/09/2005			B		
700000	DF	06/09/2005			E		
700000	DF	06/09/2005			E		
700000	DF	06/09/2005			E		

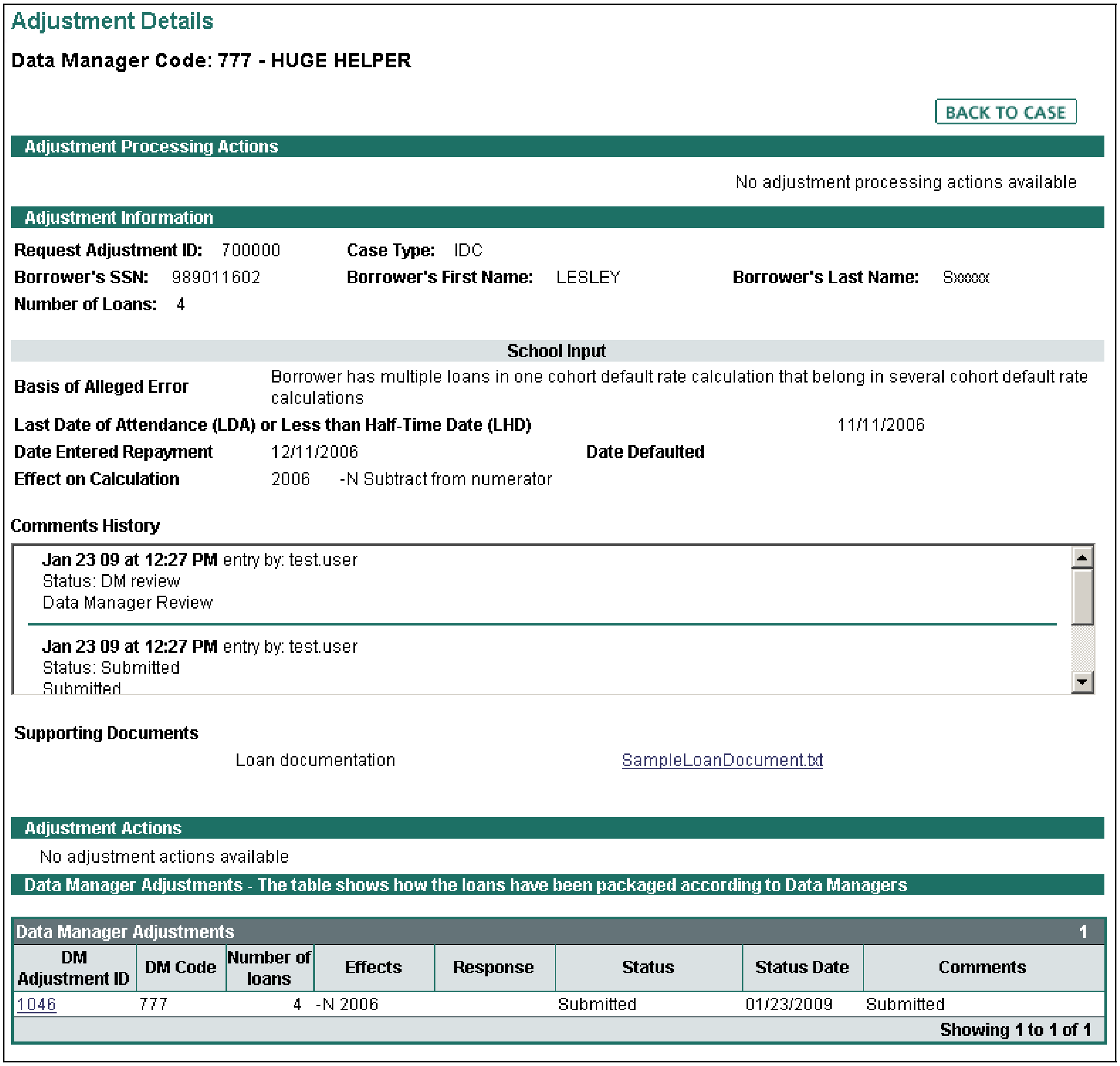
Showing 4 of 4

Figure 8-4: Viewing a borrower's loan usage history

Please note that the Repayment Date and Default Date columns are populated for current year loans only. Also, duplicated loans (loans that are counted in the current cohort year and one or both of the previous cohort years) are easily identifiable as they appear on one of line of the "Borrower Loans List" table with usage codes from previous years showing in the appropriate columns ("Previous Year Usage Code" and "Two Year Previous Code").

Viewing Adjustment Information

To review an adjustment, go to the Case Details page and select the adjustment ID for the adjustment you want to review. This will load the Adjustment Details page (Figure 8-5).



Adjustment Details

Data Manager Code: 777 - HUGE HELPER

BACK TO CASE

Adjustment Processing Actions

No adjustment processing actions available

Adjustment Information

Request Adjustment ID: 700000 **Case Type:** IDC
Borrower's SSN: 989011602 **Borrower's First Name:** LESLEY **Borrower's Last Name:** Sxxxxx
Number of Loans: 4

School Input

Basis of Alleged Error Borrower has multiple loans in one cohort default rate calculation that belong in several cohort default rate calculations
Last Date of Attendance (LDA) or Less than Half-Time Date (LHD) 11/11/2006
Date Entered Repayment 12/11/2006 **Date Defaulted**
Effect on Calculation 2006 -N Subtract from numerator

Comments History

Jan 23 09 at 12:27 PM entry by: test.user
Status: DM review
Data Manager Review

Jan 23 09 at 12:27 PM entry by: test.user
Status: Submitted
Submitted

Supporting Documents

Loan documentation SampleLoanDocument.txt

Adjustment Actions

No adjustment actions available

Data Manager Adjustments - The table shows how the loans have been packaged according to Data Managers

Data Manager Adjustments 1

DM Adjustment ID	DM Code	Number of loans	Effects	Response	Status	Status Date	Comments
1046	777	4	-N 2006		Submitted	01/23/2009	Submitted

Showing 1 to 1 of 1

Figure 8-5: The Adjustment Details page

The Adjustment Details page displays information on a borrower adjustment requested by an institution. The fields under the “School Input” heading outline the basic adjustment requested by the institution, along with any supporting documentation.

9. DATA MANAGER: REQUEST MORE INFORMATION

9.1 Requesting More Information from the School

Once you have examined the institution's requested adjustments, you may find it necessary to request more information from the institution.

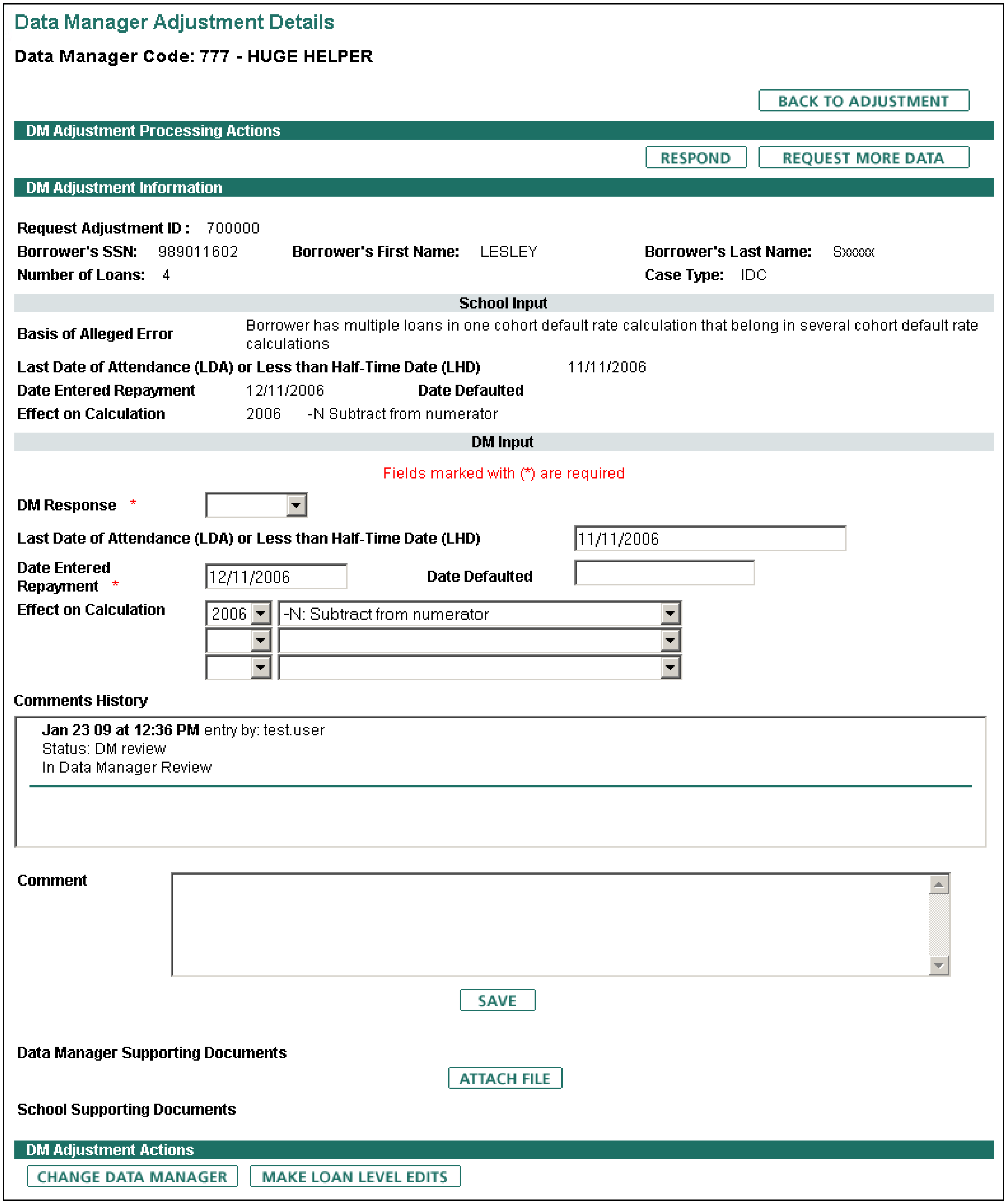


Figure 9-1: Data Manager Adjustment Details page

From the Adjustment Details page, select an adjustment from the Data Manager Adjustments table. This will load the Data Manager Adjustment Details page (Figure 9-1).

The Data Manager Adjustment Details page allows you to request more data from the institution. Select the “Request More Data” button at the top right of the screen to request more information from the school. You will be provided with a Correspondence page to specify what information you are requesting from the institution (Figure 9-2).

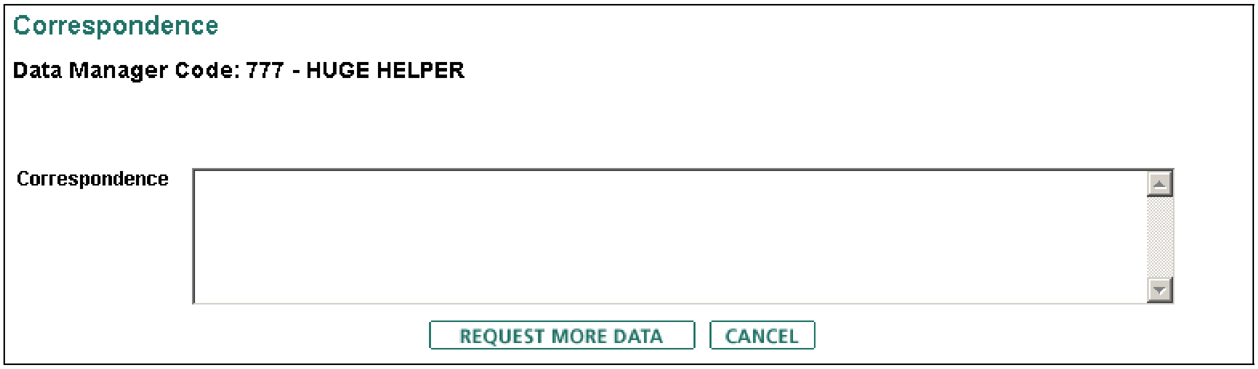


Figure 9-2: Requesting more information from a school

After entering your correspondence with the school, select the “Request More Data” button to send the request to the school. You will be returned to the Adjustment Details page. In the Data Manager Adjustments table, the status of the adjustment will indicate that more data has been requested from the school (Figure 9-3).

Data Manager Adjustments - The table shows how the loans have been packaged according to Data Managers

Data Manager Adjustments 1

DM Adjustment ID	DM Code	Number of loans	Effects	Response	Status	Status Date	Comments
1046	777	4	-N 2006		Addl data requested from school	01/23/2009	Additional Data Requested from School

Showing 1 to 1 of 1

Figure 9-3: DM Adjustment status indicating that more data has been requested

An automatic notification will be sent to the school via email to inform them that you have requested more information. After the school responds to your request, you will also be notified via email.

Note: You may repeat this information request process as often as needed after the school has responded to your most recent request.

10. SCHOOL: PROVIDE MORE INFORMATION

10.1 When a Data Manager Requests Information

If a data manager determines that more information is necessary before they can produce a response to one or more of your requested adjustments, they may opt to request more information through the eCDR Appeals system. If they elect to take this step, you will receive an email notification indicating that a data manager has requested information on an adjustment.

Implications for the 45-Day Timeframe

It is important to note that the time period in which the data manager reviews your IDC *does* count against the 45-day timeframe for your IDC submission. As an example, if you submit your IDC with 10 days left before the 45-day deadline expires, and the data manager reviews your case for 5 days then requests more information, that means you have 5 days left in which to respond to the information request. At the end of the 45-day timeframe, any data manager adjustments with unanswered information requests will automatically be routed back to the data manager to be processed as-is.

Please ensure that you submit your IDC as early as possible to avoid complications in providing more information at the last minute.

Responding to the Request

To respond to the data manager's request for more information, log in to the eCDR Appeals system. Visit the Current Cases list and select the IDC in question. This will display the Case Details page. In the Requested Adjustments table, select the adjustment for which the data manager has requested more information. The Adjustment Details page will load, and the Data Manager Adjustments table will indicate which data manager has asked for additional data (Figure 10-1)

Data Manager Adjustments - The table shows how the loans have been packaged according to Data Managers

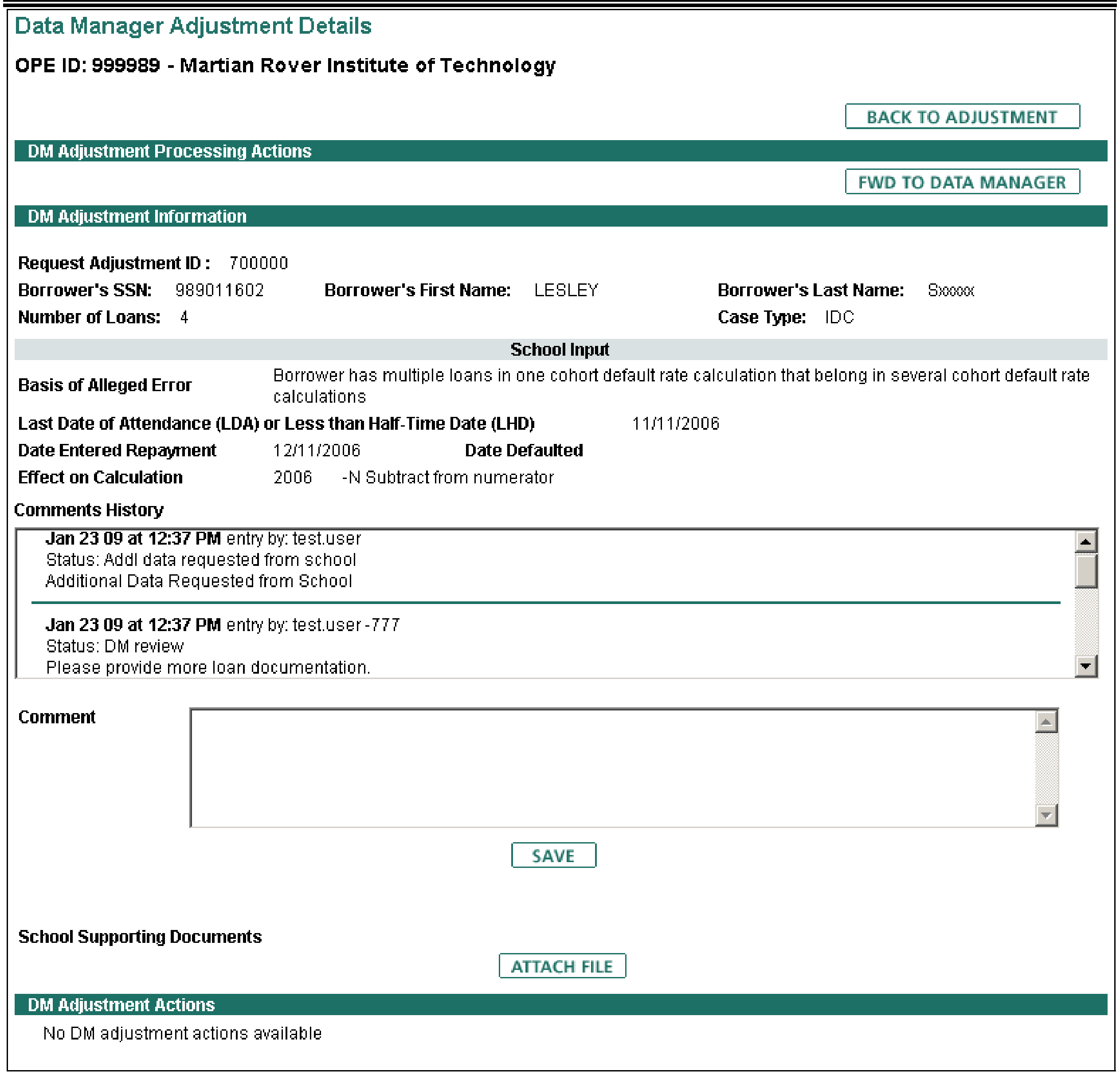
Data Manager Adjustments 1

DM Adjustment ID	DM Code	Number of loans	Effects	Response	Status	Status Date	Comments
1046	777	4	-N 2006		Addl data requested from school	01/23/2009	Additional Data Requested from School

Showing 1 to 1 of 1

Figure 10-1: DM Adjustments table indicating a request for more data

Select the desired DM Adjustment ID to view the Data Manager Adjustment Details page (Figure 10-2).



Data Manager Adjustment Details

OPE ID: 999989 - Martian Rover Institute of Technology

BACK TO ADJUSTMENT

DM Adjustment Processing Actions

FWD TO DATA MANAGER

DM Adjustment Information

Request Adjustment ID : 700000
Borrower's SSN: 989011602 Borrower's First Name: LESLEY Borrower's Last Name: Sxxxxx
Number of Loans: 4 Case Type: IDC

School Input

Basis of Alleged Error: Borrower has multiple loans in one cohort default rate calculation that belong in several cohort default rate calculations
Last Date of Attendance (LDA) or Less than Half-Time Date (LHD): 11/11/2006
Date Entered Repayment: 12/11/2006 Date Defaulted
Effect on Calculation: 2006 -N Subtract from numerator

Comments History

Jan 23 09 at 12:37 PM entry by: test.user
Status: Addl data requested from school
Additional Data Requested from School

Jan 23 09 at 12:37 PM entry by: test.user -777
Status: DM review
Please provide more loan documentation.

Comment

SAVE

School Supporting Documents

ATTACH FILE

DM Adjustment Actions

No DM adjustment actions available

Figure 10-2: The Data Manager Adjustment Details page after a data manager requests more information

At the top of the Comments History box, you will find correspondence comments from the data manager that describe what information is being requested. To respond to this request by attaching a document, select the "Attach File" button. A page will load, prompting you to choose a file to attach and enter its description (Figure 10-3).

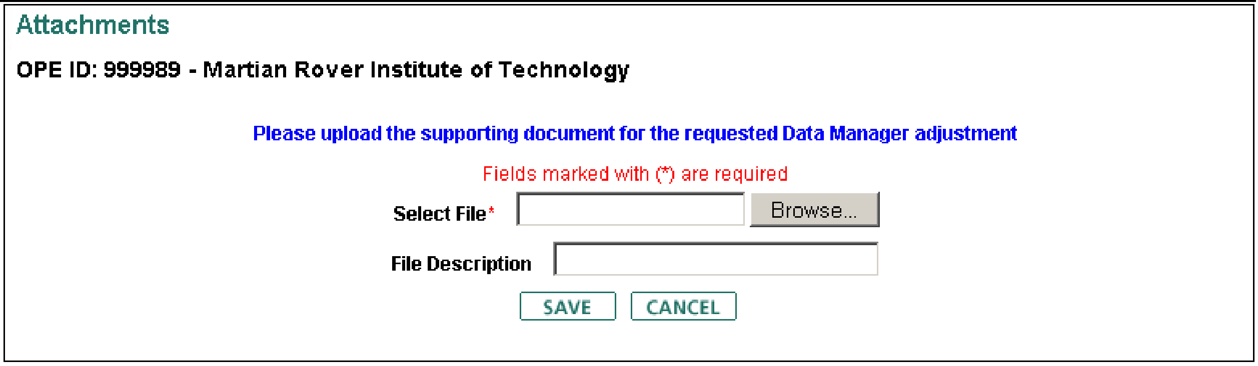


Figure 10-3: Attaching supporting documentation

Please consider the recommendations regarding file attachments in Section 1.4 when attaching a file. Once you are done attaching a file, you will be returned to the Data Manager Adjustment Details page.

When you have completed your response to the data manager's request, select the "Fwd to Data Manager" button at the top right of the page. A Correspondence page will load, allowing you to enter further information that will be visible to the data manager (Figure 10-4).

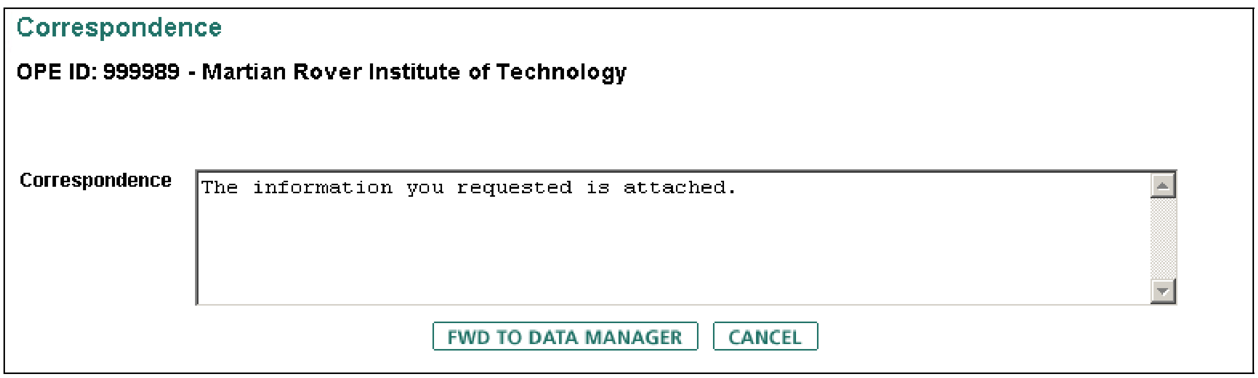
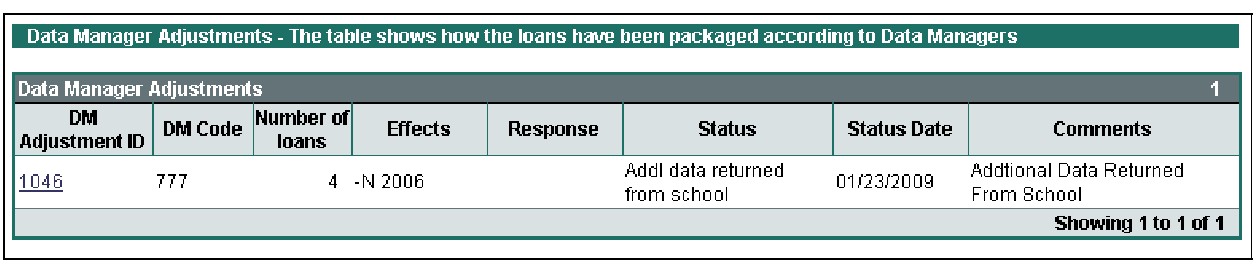


Figure 10-4: Responding to a data manager

After you have entered your correspondence, select the "Fwd to Data Manager" button. This will send your response to the data manager. The data manager will be notified via email that you have responded. The Adjustment Details page will load, and the Data Manager Adjustments table will indicate that your response has been sent (Figure 10-5).


Data Manager Adjustments - The table shows how the loans have been packaged according to Data Managers

Data Manager Adjustments 1

DM Adjustment ID	DM Code	Number of loans	Effects	Response	Status	Status Date	Comments
1046	777	4	-N 2006		Addl data returned from school	01/23/2009	Addtional Data Returned From School

Showing 1 to 1 of 1

Figure 10-5: Status indicating that the school has responded to the data manager

Note: Data managers have the ability to request more information as often as needed. After responding to a request, it is possible that you may receive more requests for information.

11. DATA MANAGER: SUBMIT IDC RESPONSE

11.1 Modifying the IDC

The Data Manager Adjustment Details page details the institution's requested adjustment. In addition, it provides a form in which you can enter an "Agreed" or "Disagreed" response, along with your input. You may also edit the adjustment's loans, choose a new data manager for this adjustment, attach your supporting documentation, or add a comment.

Viewing Responses to Your Information Requests

If you have requested additional information from the school (see Chapter 9) and the school has responded, you will have received an automatic email notification of their response. The response and its attached data will appear in the Data Manager Adjustment Details page for the adjustment in question.

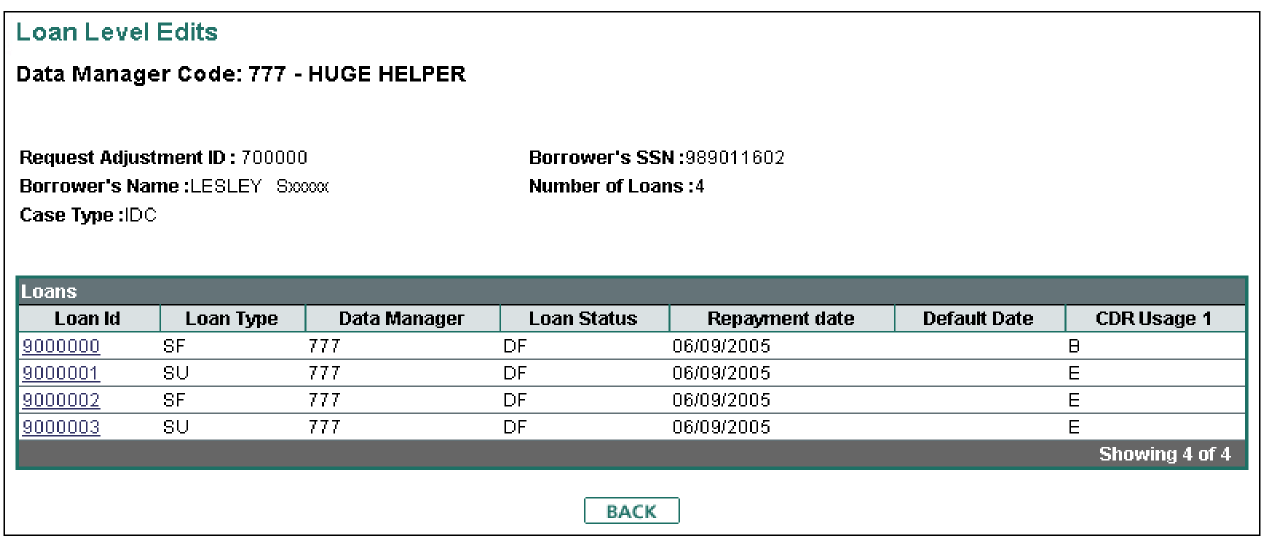
Making Loan Level Edits

If the data entered on the Data Manager Adjustment Details page under the DM Input section does not apply to all of the loans included in the adjustment request, you may make loan level edits to update the following details for any loan in the adjustment:

- Last Date of Attendance or Less than Half-time Date (LDA/LHD)
- Date Entered Repayment (DER)
- Date Defaulted (DD)

Note: As described in the "Must-Read Information for Data Managers" section of Chapter 1, the changes you make to loans in eCDR Appeals are only for documentation purposes and will not affect the actual loan records. You must still make any necessary changes to the original loan records in NSLDS.

To edit a loan, select the "Make Loan Level Edits" button on the Data Manager Adjustment Details page. This will load the Loan Level Edits page (Figure 11-1).


Loan Level Edits

Data Manager Code: 777 - HUGE HELPER

Request Adjustment ID : 700000
Borrower's Name :LESLEY Sxxxxx
Case Type :IDC
Borrower's SSN :989011602
Number of Loans :4

Loans

Loan Id	Loan Type	Data Manager	Loan Status	Repayment date	Default Date	CDR Usage 1
9000000	SF	777	DF	06/09/2005		B
9000001	SU	777	DF	06/09/2005		E
9000002	SF	777	DF	06/09/2005		E
9000003	SU	777	DF	06/09/2005		E

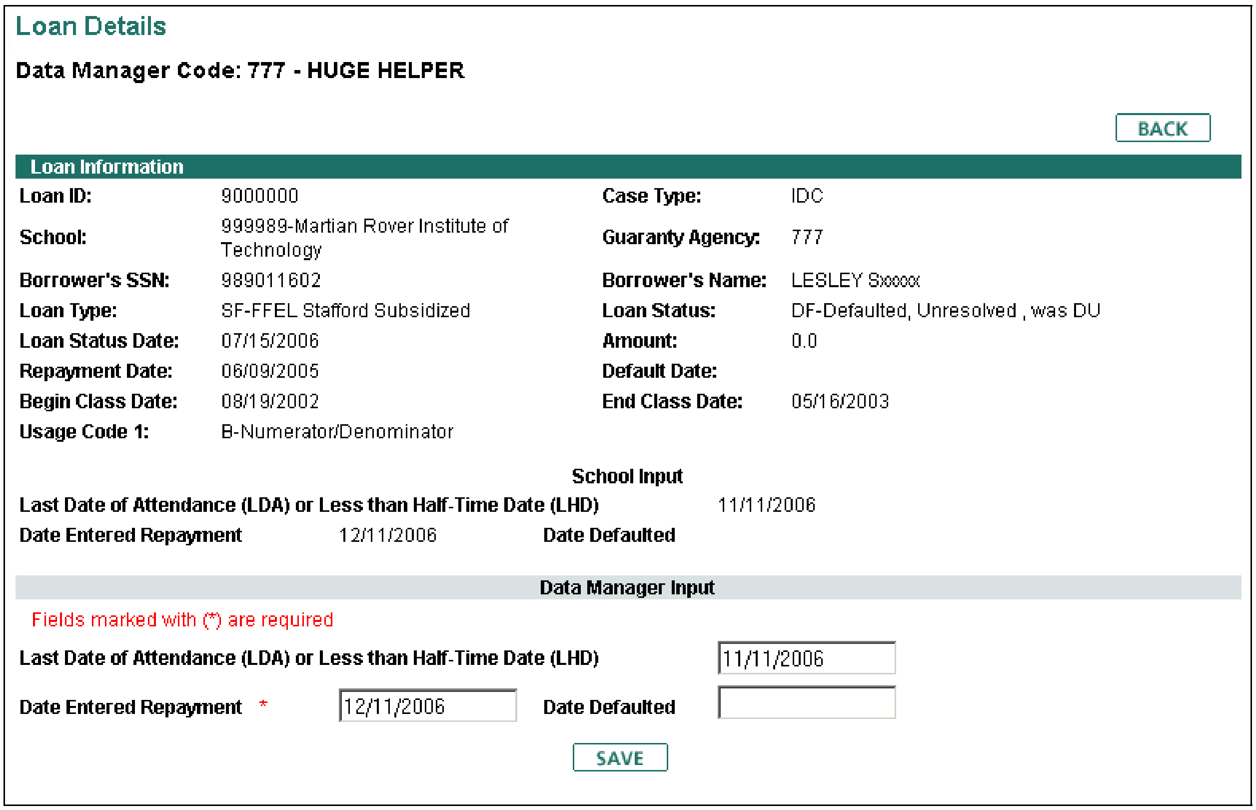
Showing 4 of 4

BACK

Figure 11-1: Selecting a loan to edit

The Loan Level Edits page lists the loans associated with the borrower adjustment. To make a change to a loan, select the desired loan ID to load the Loan Details page (Figure 11-2). Detailed information on the selected loan will be displayed on this page. The LDA/LHD, DER, and default date specified by the institution is listed under the "School Input" section of this page. You may add your own modifications to these details by editing the appropriate fields under the "Data Manager Input" section.

When you are done making changes to the dates, select the "Save" button to return. Alternatively, to return without saving your changes, select the "Back" button.



Loan Details

Data Manager Code: 777 - HUGE HELPER

BACK

Loan Information

Loan ID:	9000000	Case Type:	IDC
School:	999989-Martian Rover Institute of Technology	Guaranty Agency:	777
Borrower's SSN:	989011602	Borrower's Name:	LESLEY Sxxxxx
Loan Type:	SF-FFEL Stafford Subsidized	Loan Status:	DF-Defaulted, Unresolved , was DU
Loan Status Date:	07/15/2006	Amount:	0.0
Repayment Date:	06/09/2005	Default Date:	
Begin Class Date:	08/19/2002	End Class Date:	05/16/2003
Usage Code 1:	B-Numerator/Denominator		

School Input

Last Date of Attendance (LDA) or Less than Half-Time Date (LHD) 11/11/2006

Date Entered Repayment 12/11/2006 Date Defaulted

Data Manager Input

Fields marked with (*) are required

Last Date of Attendance (LDA) or Less than Half-Time Date (LHD) 11/11/2006

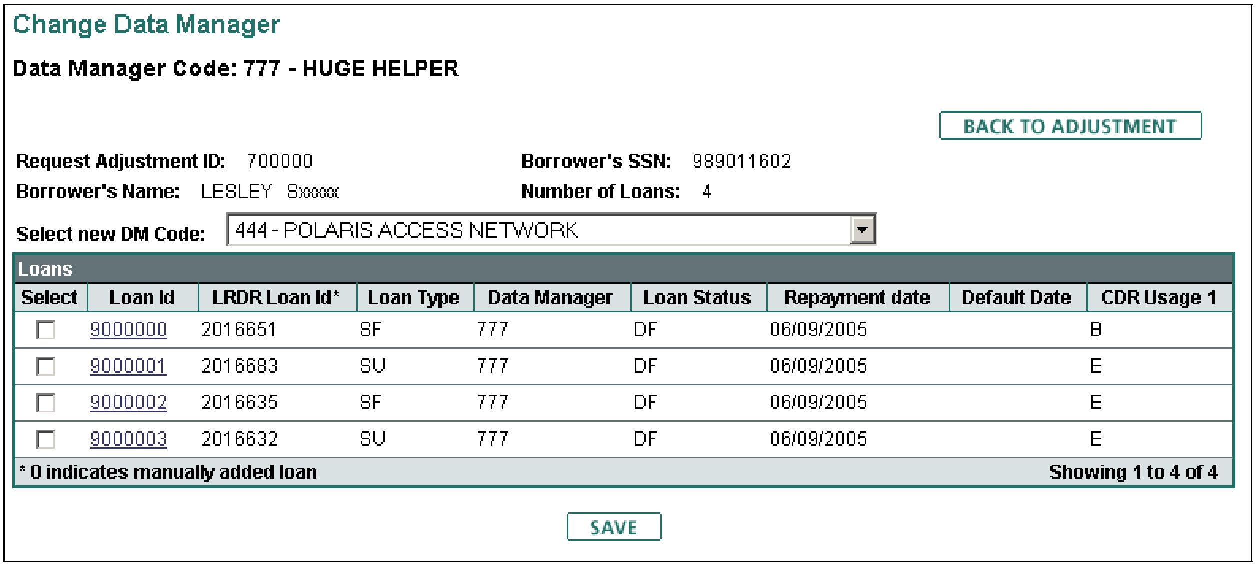
Date Entered Repayment * 12/11/2006 Date Defaulted

SAVE

Figure 11-2: Editing a loan

Changing the Data Manager

If a particular loan is incorrectly identified as belonging to you, select the "Change Data Manager" button on the Data Manager Adjustment Details page. The Change Data Manager page will load (Figure 11-3).



Change Data Manager

Data Manager Code: 777 - HUGE HELPER

BACK TO ADJUSTMENT

Request Adjustment ID: 700000 **Borrower's SSN:** 989011602
Borrower's Name: LESLEY Sxxxxx **Number of Loans:** 4

Select new DM Code: 444 - POLARIS ACCESS NETWORK

Loans

Select	Loan Id	LRDR Loan Id*	Loan Type	Data Manager	Loan Status	Repayment date	Default Date	CDR Usage 1
☐	9000000	2016651	SF	777	DF	06/09/2005		B
☐	9000001	2016683	SU	777	DF	06/09/2005		E
☐	9000002	2016635	SF	777	DF	06/09/2005		E
☐	9000003	2016632	SU	777	DF	06/09/2005		E

* 0 indicates manually added loan Showing 1 to 4 of 4

SAVE

Figure 11-3: Changing the data manager for a loan

On this page, you can select the loans that need to be assigned to a different data manager. Choose the correct data manager from the "Select new DM Code" dropdown menu. Mark the checkboxes next to the loans that need to be transferred to the correct data manager. When you are done choosing a data manager and marking loans, select the "Save" button to make the change. A message will appear, indicating that the change was successful. You can return to the adjustment by selecting the "Back to Adjustment" button.

11.2 Submitting Your Response to an Adjustment

Once all modifications to an adjustment are complete, a Data Manager Response Manager may send the response. On the Data Manager Adjustment Details page, fill in any necessary input under the "DM Input" section. Indicate whether you agree or disagree to the adjustment by selecting the appropriate option from the "DM Response" dropdown menu. When you are ready to respond, select the "Respond" button at the top right of the screen.

The Data Manager Response Confirmation page (Figure 11-4) will be shown, prompting you to confirm your response. If you are ready to submit your response to the adjustment, click "OK". To return to the adjustment without responding, click "Cancel". Once you respond, you cannot change your response.

Data Manager Response Confirmation

Data Manager Code: 777 - HUGE HELPER

The data for your response is as follows:

DM Response: Agree

Last Date of Attendance (LDA) or Less than Half-Time Date (LHD): 11/11/2006

Date Entered Repayment: 12/11/2006

Date Defaulted:

Effect on Calculation:
2006 -N

Once you respond, you will not be able to change this information. If this information is correct, click Ok. If you wish to return to the DM Adjustment page to edit it, click Cancel.

OK CANCEL

Figure 11-4: Confirming your response

After you confirm your response, the Adjustment Details page will load. In the Data Manager Adjustments table, the status will indicate that you have responded, and your specific response will be listed (Figure 11-5).

Data Manager Adjustments - The table shows how the loans have been packaged according to Data Managers

Data Manager Adjustments 1

DM Adjustment ID	DM Code	Number of loans	Effects	Response	Status	Status Date	Comments
1046	777	4	-N 2006	Agree	DM responded	01/23/2009	Responded

Showing 1 to 1 of 1

Figure 11-5: Status indicating that a data manager has responded to an adjustment

Your response will be saved in the case file. When all of a school's data managers have completed their responses to that school's IDC, the entire IDC will be forwarded to the school. The school will then receive an automatic notification via email that all data managers have responded to their case. The school will be given an opportunity to request clarification from each data manager.

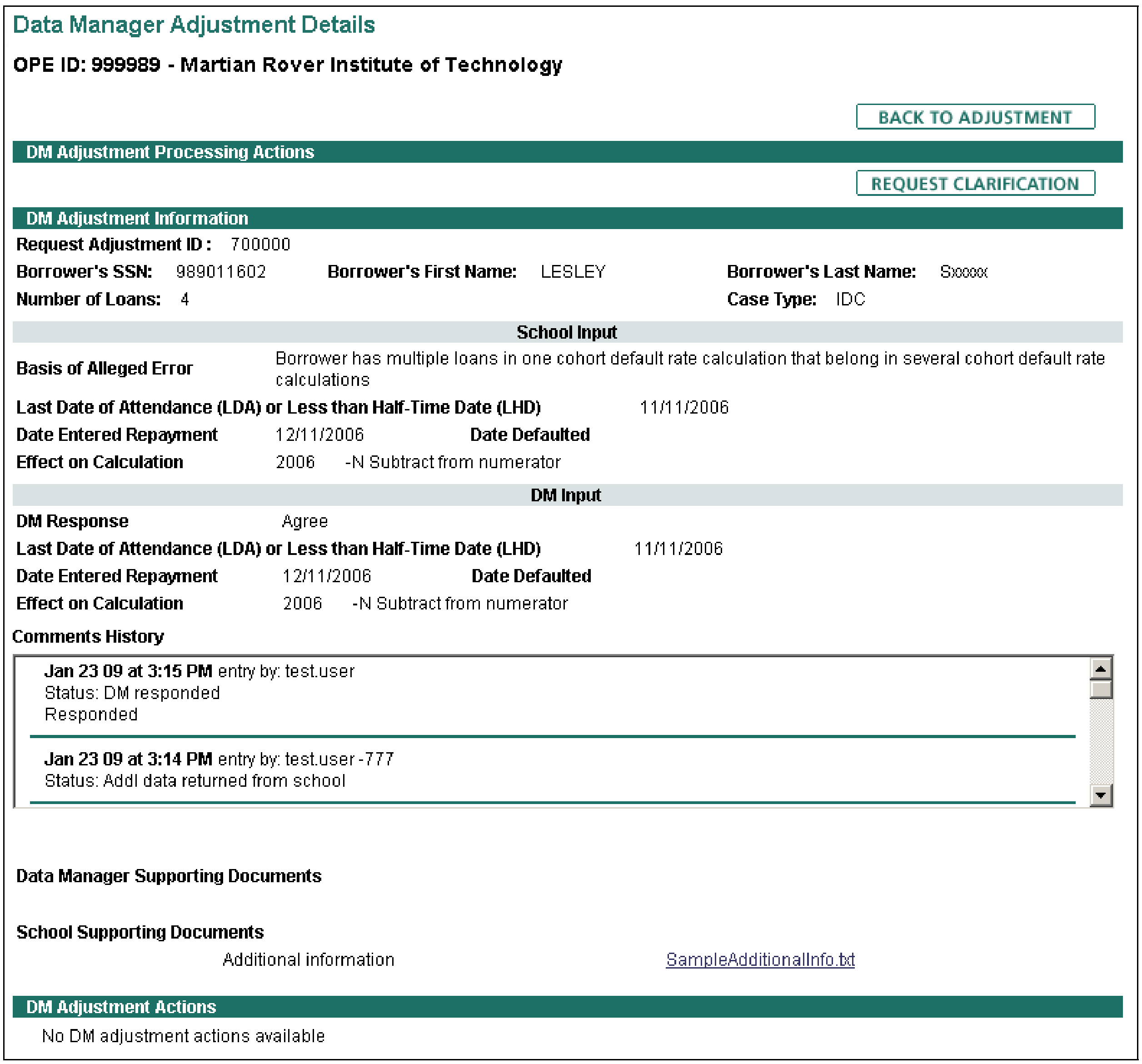
12. SCHOOL: REQUEST CLARIFICATION

12.1 Reviewing Data Manager Responses

Once all data managers have responded to all your requested adjustments, you will receive an email notification.

Viewing a Response

Log in to eCDR Appeals to see the final responses from the data managers. Select your IDC from the Current Cases list. Select the appropriate adjustment to bring up the Adjustment Details page. Select the desired DM Adjustment from the Data Manager Adjustments list on the Adjustment Details page to view that particular data manager's response to the adjustment.



Data Manager Adjustment Details

OPE ID: 999989 - Martian Rover Institute of Technology

BACK TO ADJUSTMENT

DM Adjustment Processing Actions

REQUEST CLARIFICATION

DM Adjustment Information

Request Adjustment ID : 700000

Borrower's SSN: 989011602 Borrower's First Name: LESLEY Borrower's Last Name: Sxxxxx

Number of Loans: 4 Case Type: IDC

School Input

Basis of Alleged Error: Borrower has multiple loans in one cohort default rate calculation that belong in several cohort default rate calculations

Last Date of Attendance (LDA) or Less than Half-Time Date (LHD): 11/11/2006

Date Entered Repayment: 12/11/2006 Date Defaulted

Effect on Calculation: 2006 -N Subtract from numerator

DM Input

DM Response: Agree

Last Date of Attendance (LDA) or Less than Half-Time Date (LHD): 11/11/2006

Date Entered Repayment: 12/11/2006 Date Defaulted

Effect on Calculation: 2006 -N Subtract from numerator

Comments History

Jan 23 09 at 3:15 PM entry by: test.user
Status: DM responded
Responded

Jan 23 09 at 3:14 PM entry by: test.user-777
Status: Addl data returned from school

Data Manager Supporting Documents

School Supporting Documents

Additional information SampleAdditionalInfo.txt

DM Adjustment Actions

No DM adjustment actions available

Figure 12-1: An adjustment after a data manager response

Figure 12-1 shows an example of a Data Manager Adjustment Details page after the data manager has issued their final response to an adjustment. The “School Input” section outlines your requested adjustments. The “DM Input” section outlines the data manager’s response. All supporting documentation related to the adjustment will be listed on this page.

Requesting Clarification

You will have a certain number of days to request clarification; the deadline will be displayed at the top of the page. If you require clarification from the data manager regarding their response, select the “Request Clarification” button at the top right of the page.

A Correspondence page will load (Figure 12-2). Enter your clarification request in the field and select “Request Clarification”.

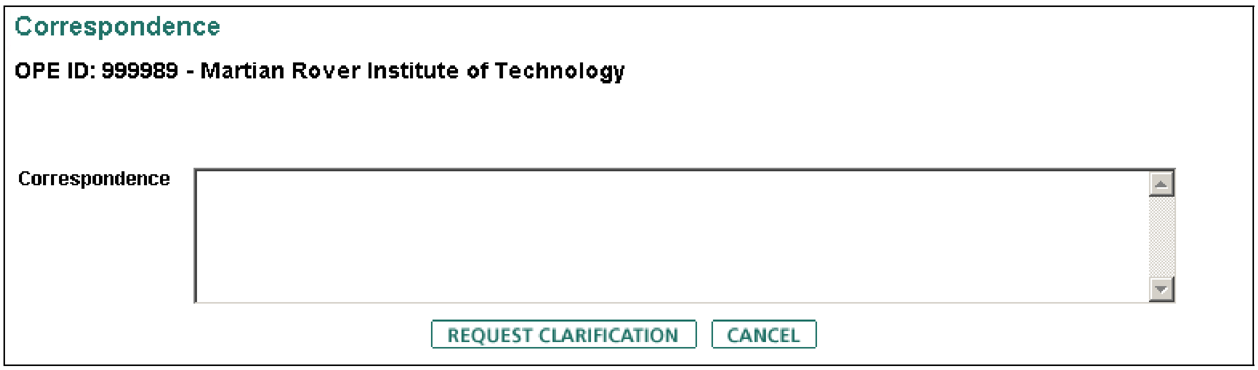


Figure 12-2: Requesting clarification

Your clarification request will be forwarded to the data manager, and they will receive an email notification informing them of your request.

13. DATA MANAGER: RESPOND TO CLARIFICATION REQUEST

13.1 Clarification Requests

Once a school receives data manager responses to its IDC, it may opt to request clarification from the data managers regarding their responses. If a school requests clarification from you, then you will be notified via email.

Viewing a Clarification Request

If you receive a clarification request, log in to eCDR Appeals. Select the case in question from the Current Cases list. Select the adjustment for which a clarification has been requested. In the Data Manager Adjustments table (Figure 13-1), the status will indicate that the school has requested clarification.

Data Manager Adjustments - The table shows how the loans have been packaged according to Data Managers

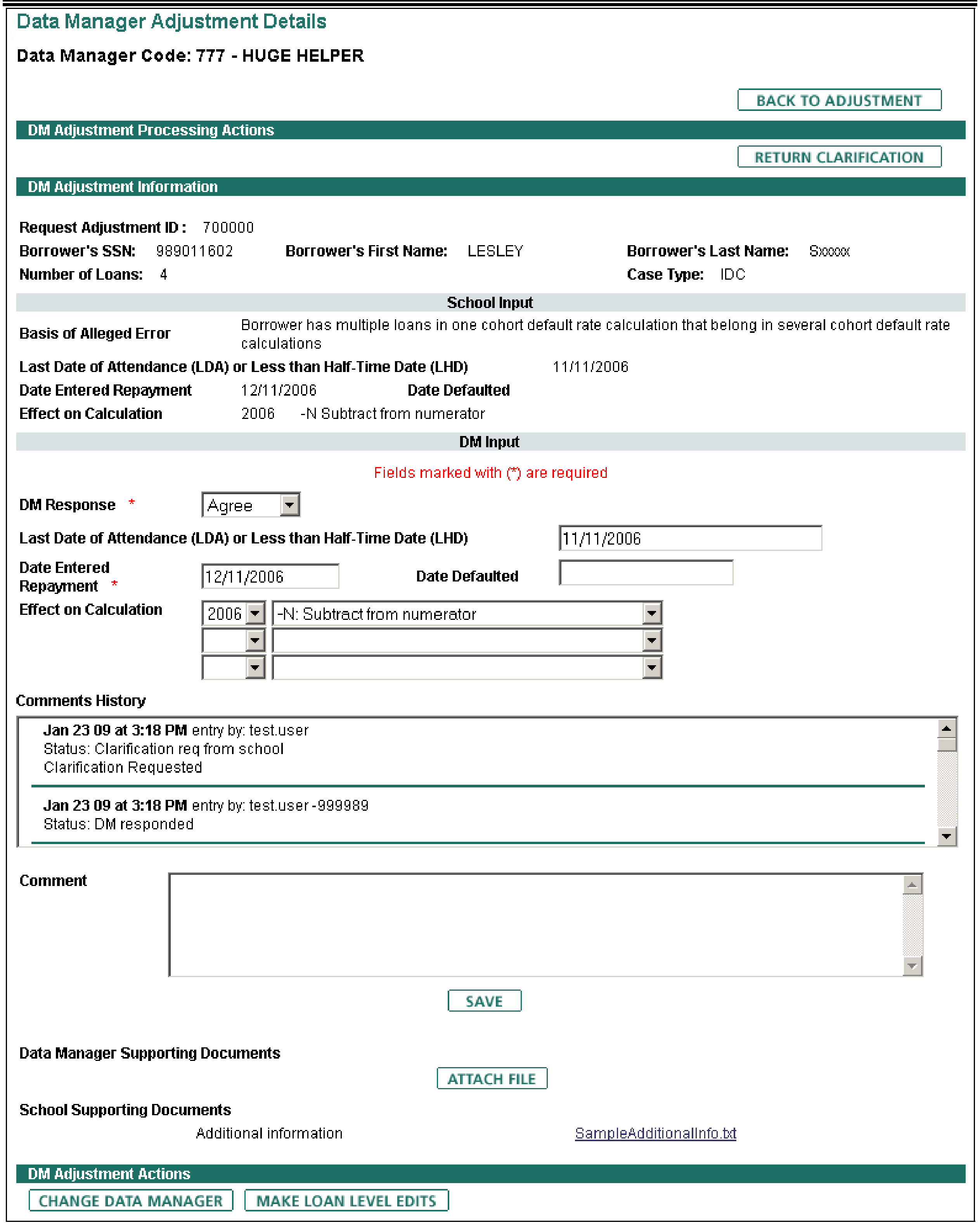
Data Manager Adjustments 1

DM Adjustment ID	DM Code	Number of loans	Effects	Response	Status	Status Date	Comments
1046	777	4	-N 2006	Agree	Clarification req from school	01/23/2009	Clarification Requested

Showing 1 to 1 of 1

Figure 13-1: Clarification request from a school

Select the desired DM Adjustment to view the clarification request. The Data Manager Adjustment Details page will load (Figure 13-2).



Data Manager Adjustment Details

Data Manager Code: 777 - HUGE HELPER

BACK TO ADJUSTMENT

DM Adjustment Processing Actions

RETURN CLARIFICATION

DM Adjustment Information

Request Adjustment ID : 700000
Borrower's SSN: 989011602 Borrower's First Name: LESLEY Borrower's Last Name: Sxxxxx
Number of Loans: 4 Case Type: IDC

School Input

Basis of Alleged Error: Borrower has multiple loans in one cohort default rate calculation that belong in several cohort default rate calculations
Last Date of Attendance (LDA) or Less than Half-Time Date (LHD): 11/11/2006
Date Entered Repayment: 12/11/2006 Date Defaulted
Effect on Calculation: 2006 -N Subtract from numerator

DM Input

Fields marked with (*) are required

DM Response *: Agree
Last Date of Attendance (LDA) or Less than Half-Time Date (LHD): 11/11/2006
Date Entered Repayment *: 12/11/2006 Date Defaulted
Effect on Calculation: 2006 -N: Subtract from numerator

Comments History

Jan 23 09 at 3:18 PM entry by: test.user
Status: Clarification req from school
Clarification Requested

Jan 23 09 at 3:18 PM entry by: test.user -999989
Status: DM responded

Comment

SAVE

Data Manager Supporting Documents

ATTACH FILE

School Supporting Documents
Additional information SampleAdditionalInfo.txt

DM Adjustment Actions

CHANGE DATA MANAGER MAKE LOAN LEVEL EDITS

Figure 13-2: Viewing a clarification request

The school's correspondence regarding the clarification request will be at the top of the Comments History table.

At this point, you have an opportunity to revise your response to the school's adjustment. If you wish to modify your response, you may do so under the "DM Input" section. You may make changes to any of the fields or attach a new supporting document. When you are ready to submit your response to the school, select the "Return Clarification" button at the top right of the page to respond to this request.

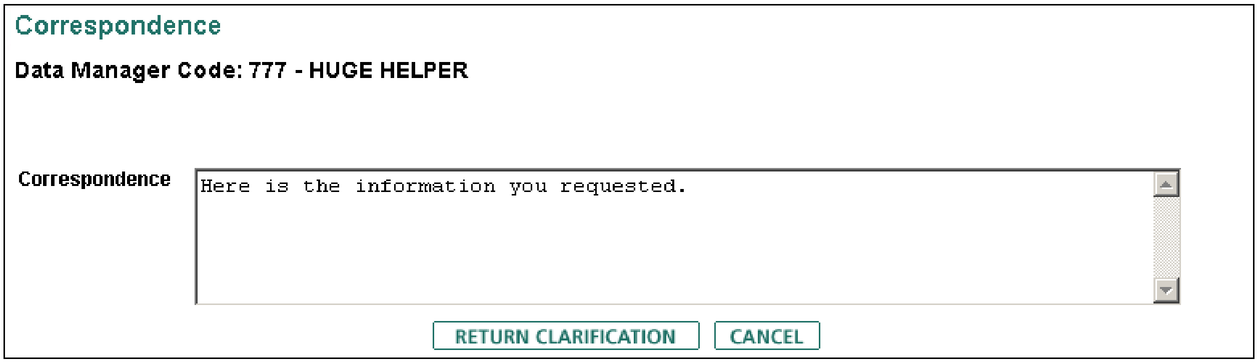


Figure 13-3: Responding to a clarification request

A Correspondence page will load (Figure 13-3). Enter your response to the school in the Correspondence field, and select "Return Clarification". Your response will be sent to the school, and the school will receive an automatic email notification informing them that you have replied.

14. PPD: REVIEW IDC

14.1 Current Cases Page and Case Details Page

Before we discuss the process involved in reviewing and finalizing an Incorrect Data Challenge (IDC), we will provide an overview of the Current Cases page and the Case Details page.

Current Cases Page Overview

First, log in to the eCDR Appeals system (refer to Chapter 2, "All Users: Navigation" for information on how to access the system and select a Perspective if needed). Select "Case" from the main menu and "View Current Cases" from the submenu. This will present you with the Current Cases page. PPD Case Managers and PPD Caseworkers will have a slightly different view of the list.

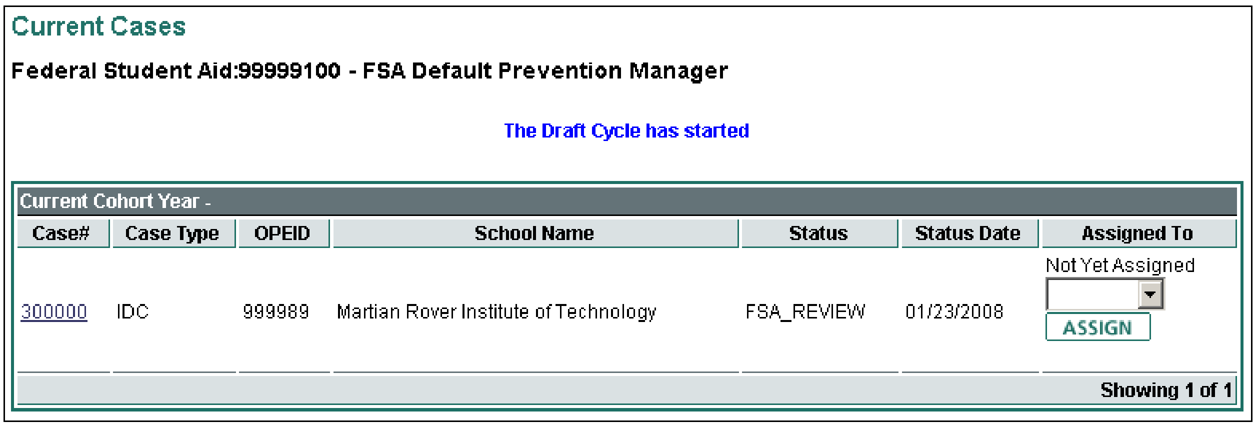


Figure 14-1: The Current Cases page as seen by a PPD Case Manager or Administrator

Figure 14-1 demonstrates an example Current Cases page as seen by a Case Manager or Administrator. In the "Assign To" column of the list, the Case Manager has the ability to assign the case to a particular Caseworker. If the case is already assigned, the name of the assignee will also be displayed here.

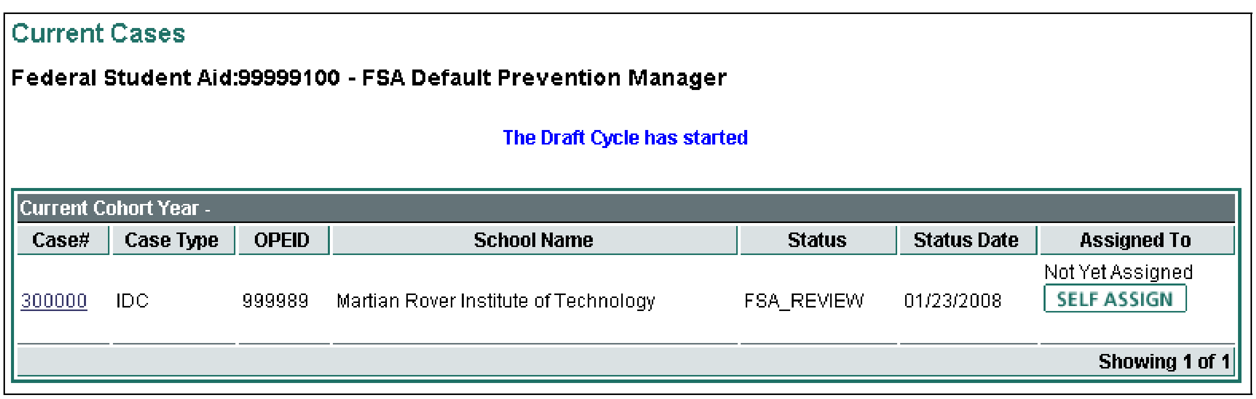


Figure 14-2: The Current Cases page as seen by a PPD Caseworker

Figure 14-2 shows the Current Cases page from a Caseworker's perspective. The difference lies in the "Assigned To" column: the Caseworker may only assign themselves to a case, and cannot assign another Caseworker to it.

The Current Cases page lists all current cases that you have access to, along with their status information. To choose a particular IDC to review, select the case ID number of the desired case. This will load the Case Details page.

Case Details Page Overview

The Case Details page (Figure 14-3) is the focal point of the IDC review process. From this page, you can view the overall status of a case, along with its individual adjustments, data manager input, borrowers, loans, status history and comments.

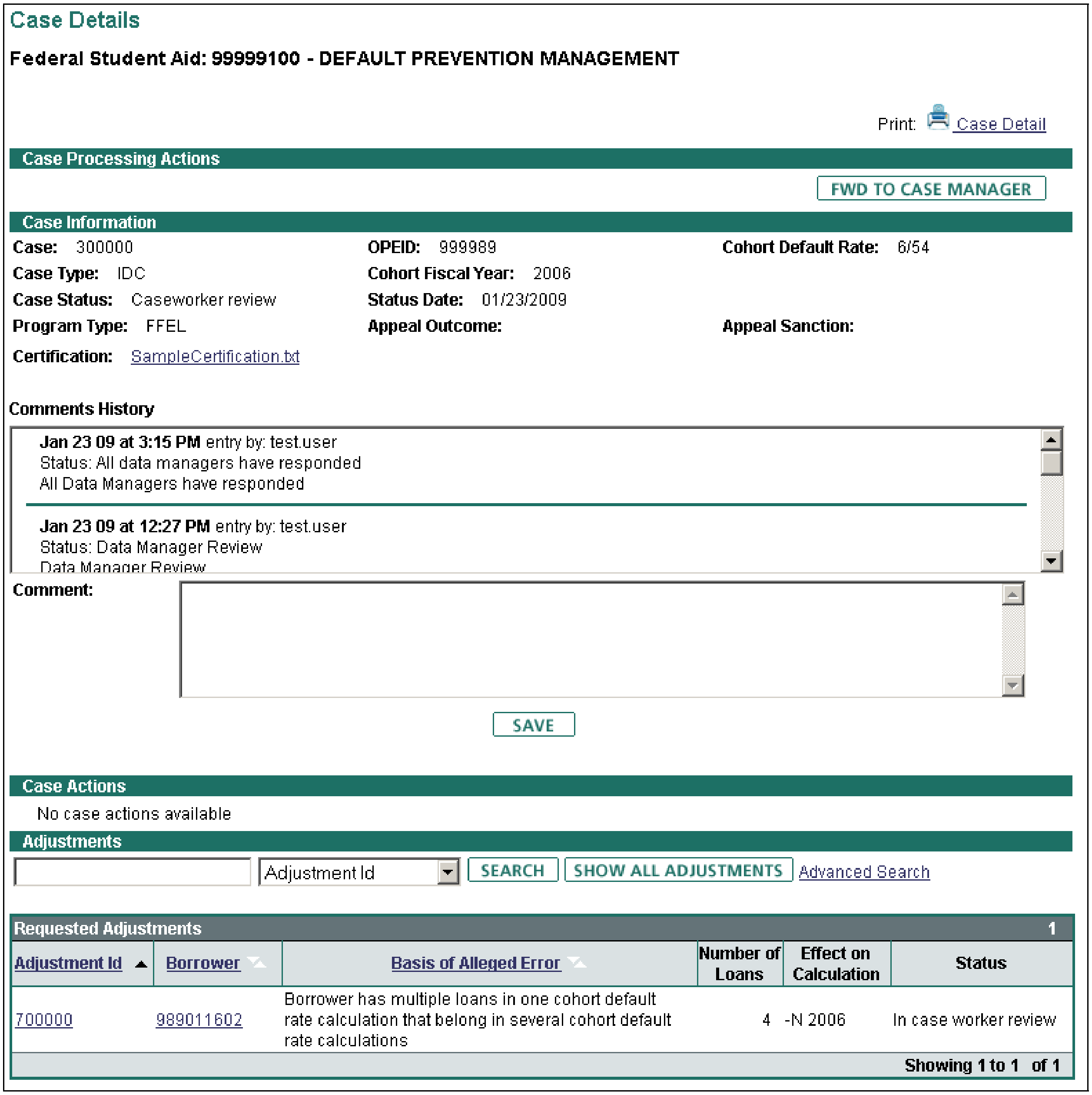


Figure 14-3: The Case Details page

Organization Information

At the top of the Case Details page, the PPD organization code and name are displayed. If you have access to multiple Perspectives, this information will assist in verifying that you are in the correct Perspective.

Case Processing Actions

The Case Processing Actions section of the page contains buttons that allow you to move the case to the next phase of the IDC Workflow process. When a case is initially created, no actions are available. However, when an action becomes available to you, a button will appear in this area.

Case Information

The current case status information is shown underneath your organization's code and name. This information is populated by the system and includes:

- **Case**: The case ID number, automatically assigned by the eCDR Appeals system.
- **Case Type**: The type of challenge or appeal (e.g., IDC, NDA, UDA).
- **Case Status**: Indicates which phase the case is currently in. See Section 1.3, "IDC Workflow Phases" for more information on IDC phases. Refer to Appendix B, "Status Codes" for a definition of status codes.
- **Program Type**: Indicates the type of program the school is taking part in: FFEL, DL, or FFEL/DL.
- **Certification**: After the case is submitted, the document certifying the school's case will be listed here.
- **OPEID**: The OPEID of the institution filing the case.
- **Cohort Fiscal Year**: The cohort year for which the case is being filed.
- **Status Date**: Indicates the date of the most recent case status update.
- **Appeal Outcome**: This is used only in the official process, and will be blank for the draft process.
- **Cohort Default Rate**: Indicates the institution's cohort default rate.
- **Appeal Sanction**: This is used only in the official process, and will be blank for the draft process.

Comments History

Following the Case Information section is the Comments History box, which displays the full case history, including transitions between the various IDC Workflow phases and all comments. The history is arranged in reverse chronological order, with the most recent status change or comment at the top. The example case in Figure 14-3 shows two status changes and comments at the top. More comments and status changes can be viewed by scrolling down in the box.

Adjustments

The Adjustments section consists of a search feature and a table that displays a list of adjustments that have been added to the case.

In a case with many adjustments, the search form permits you to narrow down the number of adjustments that are displayed in the table. You may search by a partial or full Adjustment ID, Borrower SSN, or Borrower Last Name by entering text in the search box and selecting the appropriate query type from the dropdown menu.

The "Advanced Search" link will load a separate search page that allows for more advanced options beyond what the basic search form offers.

The example case in Figure 14-3 contains one adjustment. The columns in the Requested Adjustment table are:

- **Adjustment ID**: The adjustment ID number, automatically assigned by the eCDR Appeals system.
- **Borrower**: The social security number (SSN) of the borrower for which the adjustment has been created.
- **Basis of Alleged Error**: The reason for the adjustment.
- **Number of Loans**: Indicates how many loans associated with the specified borrower will be included in this adjustment.
- **Effect on Calculation**: Indicates what effect(s) the adjustment would have on the cohort default rate calculation. Each effect consists of three parts: an add (+) or subtract (-) sign indicating whether one (1) should be added or subtracted; a letter (N, D, or B) indicating whether the addition/subtraction should affect the numerator (N), denominator (D), or both (B); and the cohort year in which the effect is to take place.
- **Status**: The current status of the adjustment. Refer to Appendix B, "Status Codes" for a definition of status codes.

14.2 Reviewing an IDC

After all data managers respond to an IDC, Federal Student Aid will automatically be notified via email that the IDC is ready for review. The email will be sent to the email address specified in the Federal Student Aid eCDR Appeals profile.

To review an IDC, first open it from the Current Cases page. To do this, select the desired case number from the Current Cases list. The Case Details page will load. On the Case Details page, the Requested Adjustments table will list the adjustments requested by the institution.

Viewing Borrower Information

To examine the loan information for a borrower in an adjustment, select the borrower's SSN from the Requested Adjustments table. The Borrower Loans List page will load, displaying a table that lists the loans associated with that borrower (Figure 14-4).

Borrower Loans List

Borrower's SSN: 989011602

Borrower's Name: LESLEY Sxxxxx

Loans Usage Code Information

From Current LRDR	Included in Case	Loan Type	Begin Date	End Date	Loan Guaranty Date	Amount	Current School	Guaranty Agency	GA Routed To
Yes	Yes	SF	08/19/2002	05/16/2003	02/21/2003	$3,500.00	999989	777	777
Yes	Yes	SU	08/19/2002	05/16/2003	05/12/2003	$3,000.00	999989	777	777
Yes	Yes	SF	06/16/2003	12/11/2003	09/15/2003	$3,500.00	999989	777	777
Yes	Yes	SU	06/16/2003	05/21/2004	03/03/2004	$4,000.00	999989	777	777

Figure 14-4: Viewing a borrower's loans

The "From Current LRDR" column identifies loans that are either in the current year's LRDR or were manually added. If there is a "Yes" indicator in that column, the loan record is from this year's LRDR. You can see the current and previous usage codes for the loans on the right hand side of the table (Figure 14-5). You may have to scroll to the right of the page to see the columns.

BACK TO CASE

Adjustment ID	Status	Repayment Date	Default Date	Official Usage Code	Draft Usage Code	Previous Year Usage Code	Two Year Previous Code
700000	DF	06/09/2005			B		
700000	DF	06/09/2005			E		
700000	DF	06/09/2005			E		
700000	DF	06/09/2005			E		

Showing 4 of 4

Figure 14-5: Viewing a borrower's loan usage history

Please note that the Repayment Date and Default Date columns are populated for current year loans only. Also, duplicated loans (loans that are counted in the current cohort year and one or both of the previous cohort years) are easily identifiable as they appear on one of line of the "Borrower Loans List" table with usage codes from previous years showing in the appropriate columns ("Previous Year Usage Code" and "Two Year Previous Code").

Viewing Adjustment Information

To review an adjustment, go to the Case Details page and select the adjustment ID for the adjustment you want to review. This will load the Adjustment Details page (Figure 14-6).

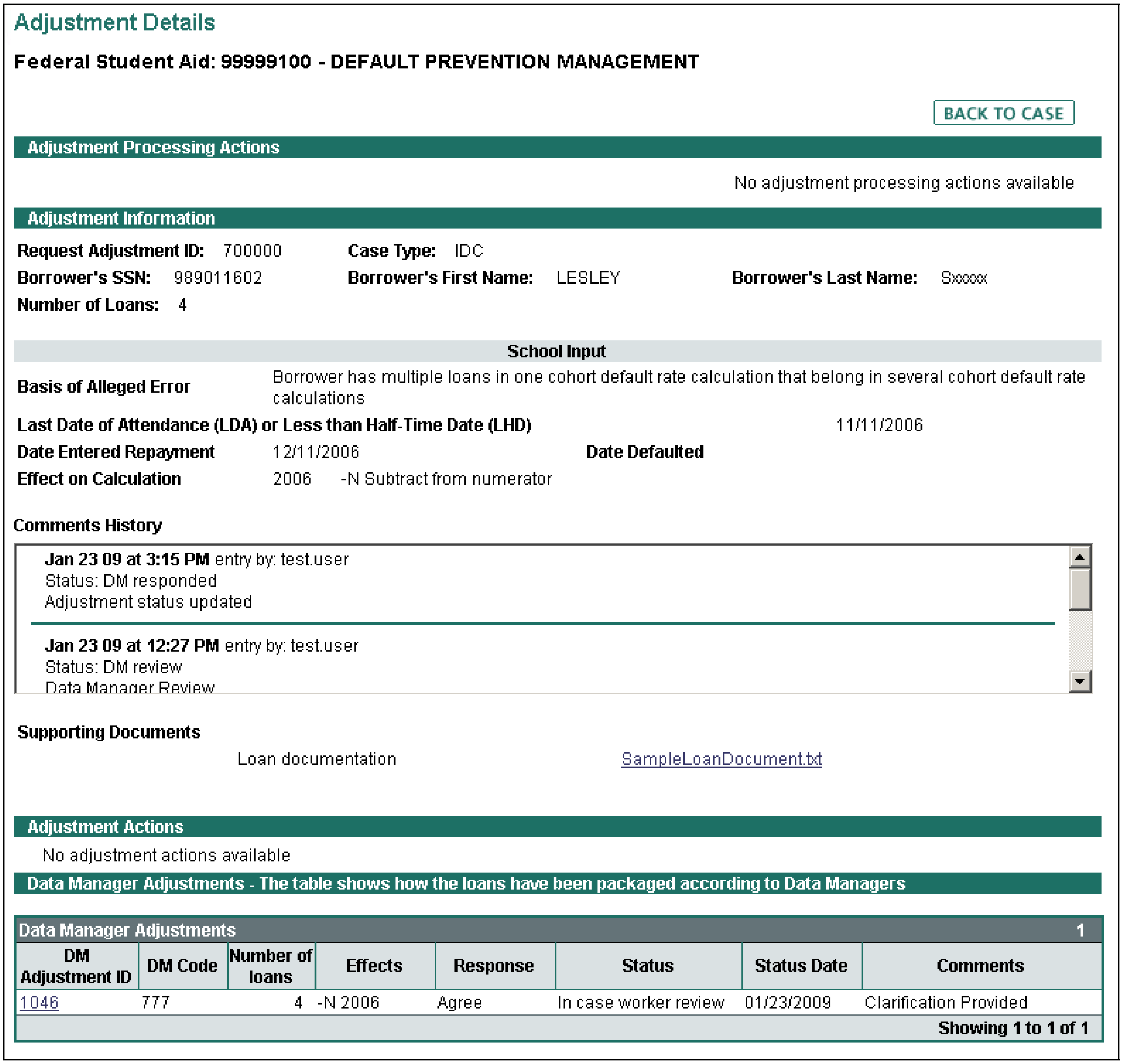


Figure 14-6: The Adjustment Details page

The Adjustment Details page displays information on a borrower adjustment requested by an institution. The borrower's personal information and number of loans in the adjustment are displayed at the top of the page.

Supporting documents provided by the school are listed under the "Supporting Documents" section of the Adjustment Details page.

The Data Manager Adjustments table provides links to each data manager's response to the adjustment. Selecting one of these links will load the Data Manager Adjustment Details page, showing the data manager's detailed response to an adjustment.

The Comments History table outlines the history of the adjustment and displays any comments that were previously added by the school and data managers. The most recent comment is listed at the top.

15. PPD: REQUEST MORE INFORMATION

15.1 Requesting More Information from a Data Manager

Once you have examined the IDC and the data managers' responses, you may find it necessary to request more information from a data manager. To request more information, go to the Adjustment Details page and select an adjustment ID from the Data Manager Adjustments list. This will load the Data Manager Adjustment Details page (Figure 15-1).

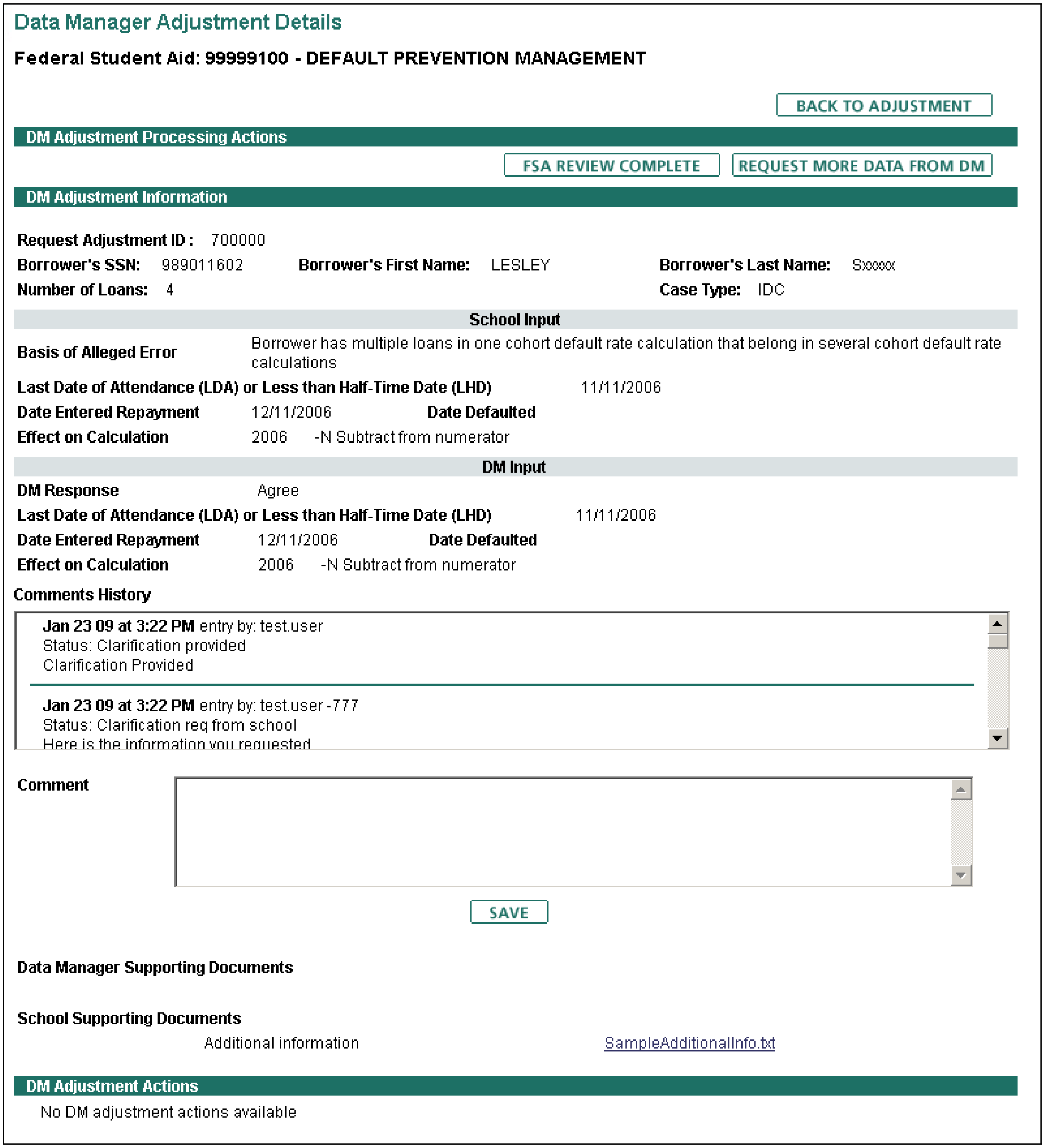


Figure 15-1: Data Manager Adjustment Details page

The Data Manager Adjustment Details page allows you to request more information from the data manager. Select the "Request More Data from DM" button at the top right of the screen to request more information from the data manager. You will be provided with a Correspondence page to specify what information you are requesting from the data manager (Figure 15-2).

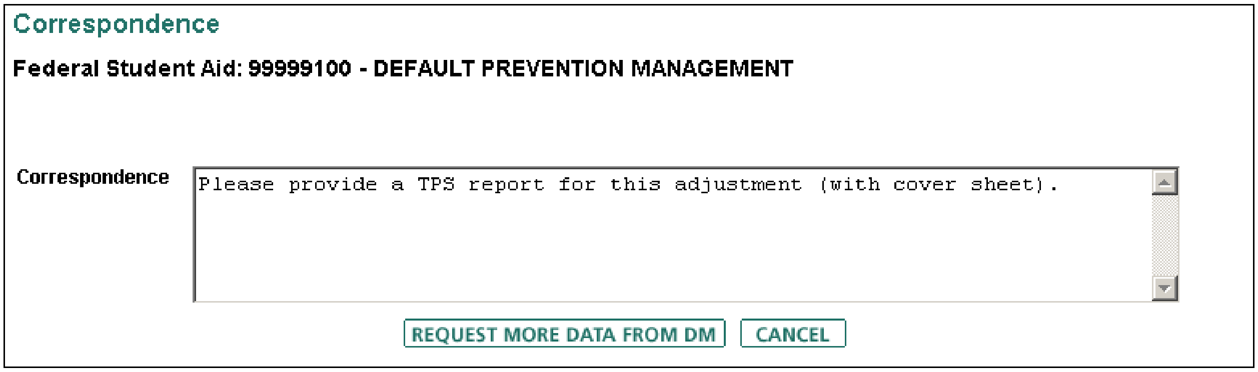
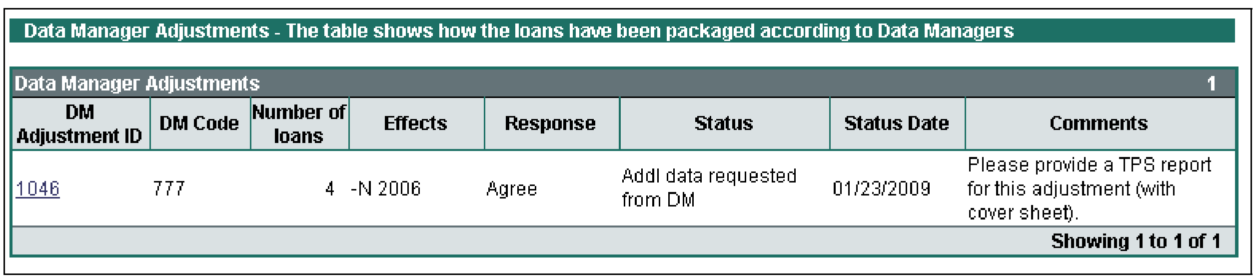


Figure 15-2: Requesting more information from a data manager

After entering your correspondence with the data manager, select the "Request More Data from DM" button to send the request to the data manager. You will be returned to the Adjustment Details page. In the Data Manager Adjustments table, the status of the adjustment will indicate that more data has been requested from the data manager (Figure 15-3).



Data Manager Adjustments - The table shows how the loans have been packaged according to Data Managers

Data Manager Adjustments 1

DM Adjustment ID	DM Code	Number of loans	Effects	Response	Status	Status Date	Comments
1046	777	4	-N 2006	Agree	Addl data requested from DM	01/23/2009	Please provide a TPS report for this adjustment (with cover sheet).

Showing 1 to 1 of 1

Figure 15-3: DM Adjustments list indicating that more data has been requested

An automatic notification will be sent to the data manager via email to inform them that you have requested more information. After the data manager responds to your request, you will also be notified via email.

Note: You may repeat this information request process as often as needed after the data manager has responded to your most recent request.

16. DATA MANAGER: PROVIDE MORE INFORMATION

16.1 When PPD Requests Information

If Federal Student Aid Portfolio Performance Division determines that more information is necessary before they can finalize the IDC, they may opt to request more information through the eCDR Appeals system. If they elect to take this step, you will receive an email notification indicating that PPD has requested more information on an adjustment.

Responding to PPD's Information Request

To respond to PPD's request for more information, log in to the eCDR Appeals system. Visit the Current Cases list and select the IDC in question. This will display the Case Details page. In the Requested Adjustments table, select the adjustment for which PPD has requested more information. The Adjustment Details page will load, and the Data Manager Adjustments table will indicate that PPD has asked for additional data (Figure 16-1).

Data Manager Adjustments - The table shows how the loans have been packaged according to Data Managers

Data Manager Adjustments 1

DM Adjustment ID	DM Code	Number of loans	Effects	Response	Status	Status Date	Comments
1046	777	4	-N 2006	Agree	Addl data requested from DM	01/23/2009	Please provide a TPS report for this adjustment (with cover sheet).

Showing 1 to 1 of 1

Figure 16-1: DM Adjustments list indicating that PPD has requested more data from the data manager

Select the desired DM Adjustment ID to view the Data Manager Adjustment Details page. The History table will show comments from PPD, if any, regarding the request for more information.

Updating your Response

You may modify your response to the adjustment if necessary. Make your changes under the "DM Input" section of the Data Manager Adjustment Details page. You may attach files if needed. When you are done, select "Save".

Submitting your Response

At the top of the Data Manager Adjustment Details page, there will be an "Fwd to FSA" button (Figure 16-2).

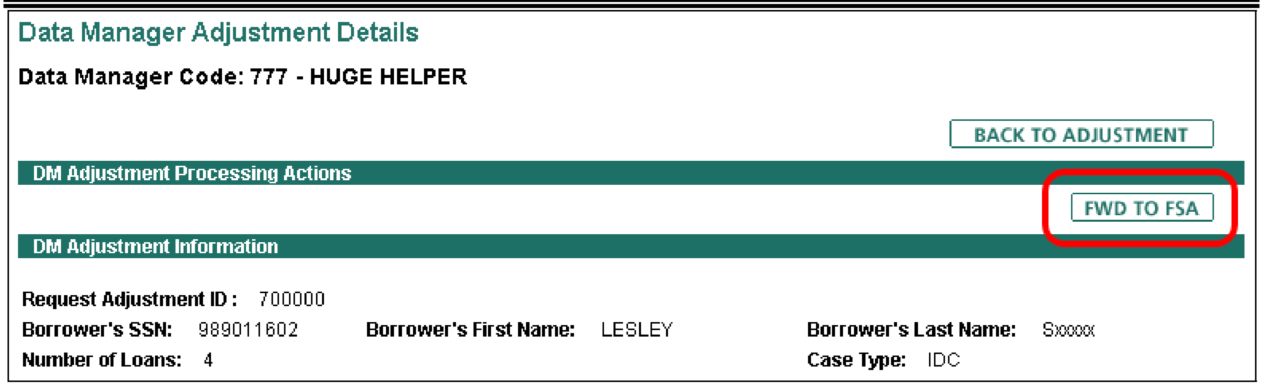


Figure 16-2: DM Adjustment Details page with "Fwd to FSA" button

When you have finished modifying your response (if applicable) and are ready to send your response to PPD, select the "Fwd to FSA" button. A Correspondence page will load, allowing you to enter a response to PPD (Figure 16-3).

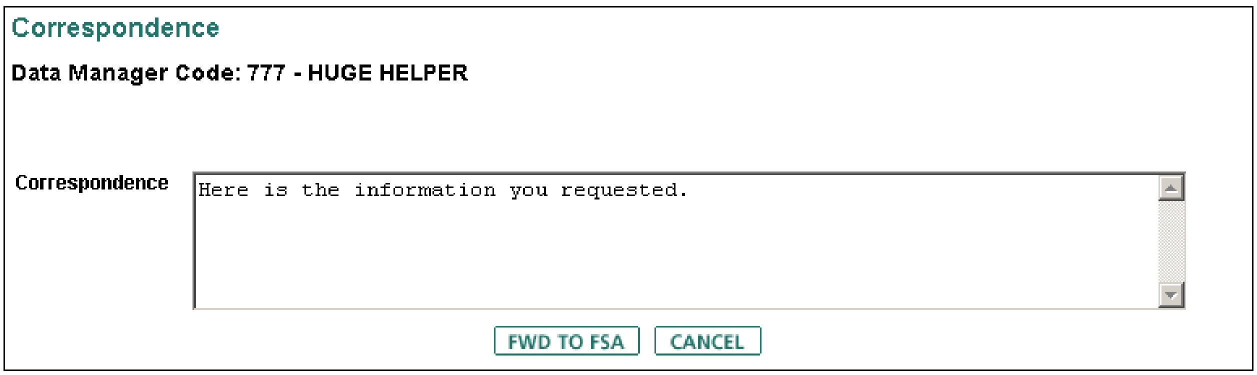
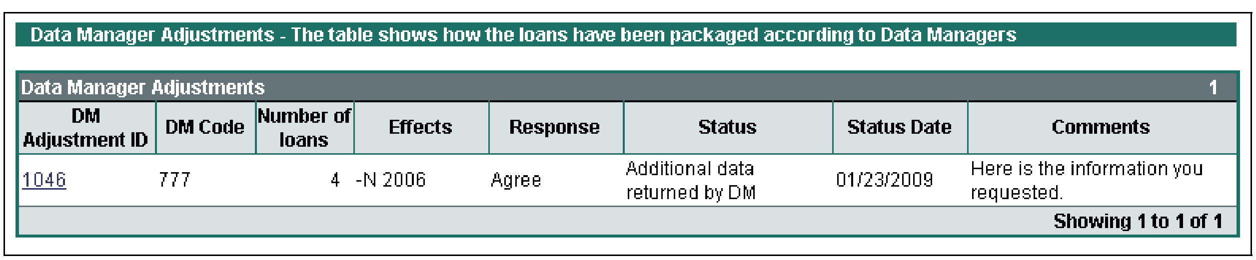


Figure 16-3: Responding to PPD

After you have entered your correspondence, select the "Fwd to FSA" button. This will send your response to PPD. PPD will be notified via email that you have responded. The Adjustment Details page will load, and the Data Manager Adjustments table will indicate that your response has been sent (Figure 16-4).


Data Manager Adjustments - The table shows how the loans have been packaged according to Data Managers

Data Manager Adjustments 1

DM Adjustment ID	DM Code	Number of loans	Effects	Response	Status	Status Date	Comments
1046	777	4	-N 2006	Agree	Additional data returned by DM	01/23/2009	Here is the information you requested.

Showing 1 to 1 of 1

Figure 16-4: Status indicating that the data manager has responded to PPD

Note: PPD has the ability to request more information as often as needed. After responding to a request, it is possible that you may receive more requests for information.

17. PPD: FINALIZE IDC

17.1 Reviewing the IDC

The Adjustment Details page details the institution's requested adjustment.

Viewing Responses to Your Information Requests

If you have requested additional information from the data manager and the data manager has responded, you will have received an automatic email notification of their response. The response will appear in the Data Manager Adjustment Details page for the adjustment in question.

Completing Review of a Data Manager Adjustment

Once it is determined that a data manager adjustment is acceptable, open the Data Manager Adjustment Details page for that adjustment. Select the "FSA Review Complete" button at the top right of the page (Figure 17-1).

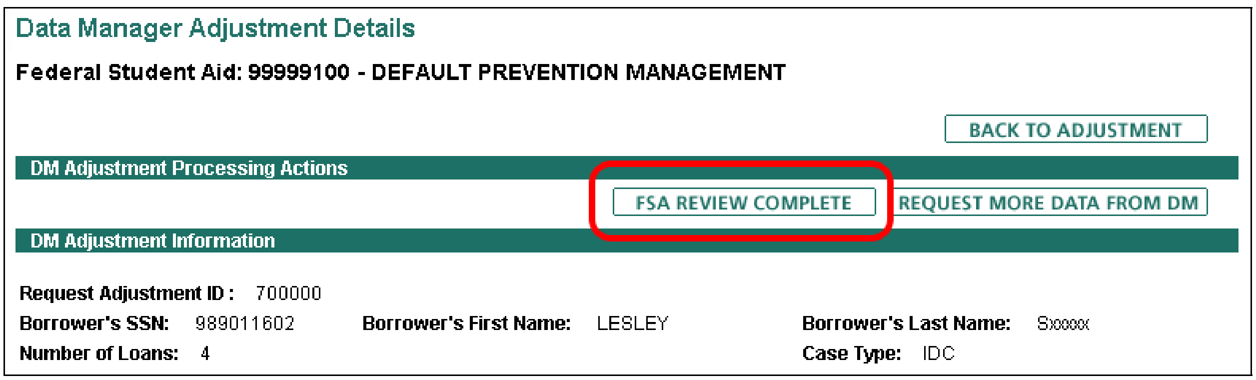


Figure 17-1: Completing your review

You will be returned to the Adjustment Details page, and the completed data manager adjustment in the Data Manager Adjustments table will be marked as complete.

17.2 Finalizing the IDC

Forwarding to the Case Manager

Once all adjustments in a case have been reviewed and the case is ready to be finalized, load the Case Details page. Select the "Fwd to Case Manager" button at the top right of the Case Details page (Figure 17-2).

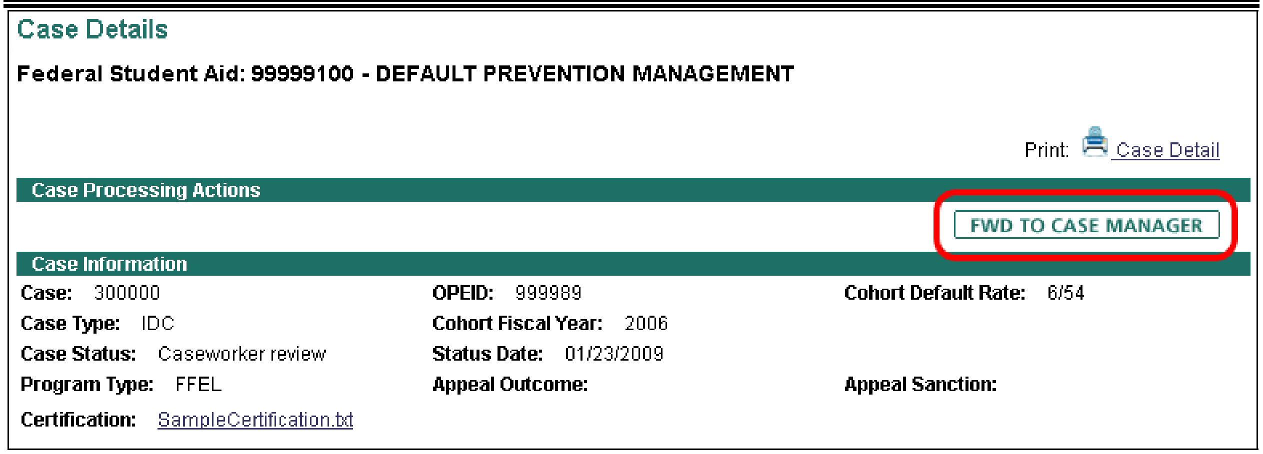


Figure 17-2: Forwarding the case to a Case Manager

This will place the case in "Available for Case Manager Review" status, and a PPD Case Manager will be able to review it.

Case Manager Review

Note: This section applies only to PPD Case Managers and Administrators.

Self-Assigning a Case

After a Caseworker forwards an IDC to the Case Manager, you will see the case listed with "Available for Case Manager Review" status in the Current Cases list. Additionally, there will be a "Self Assign" button next to the case (Figure 17-3).

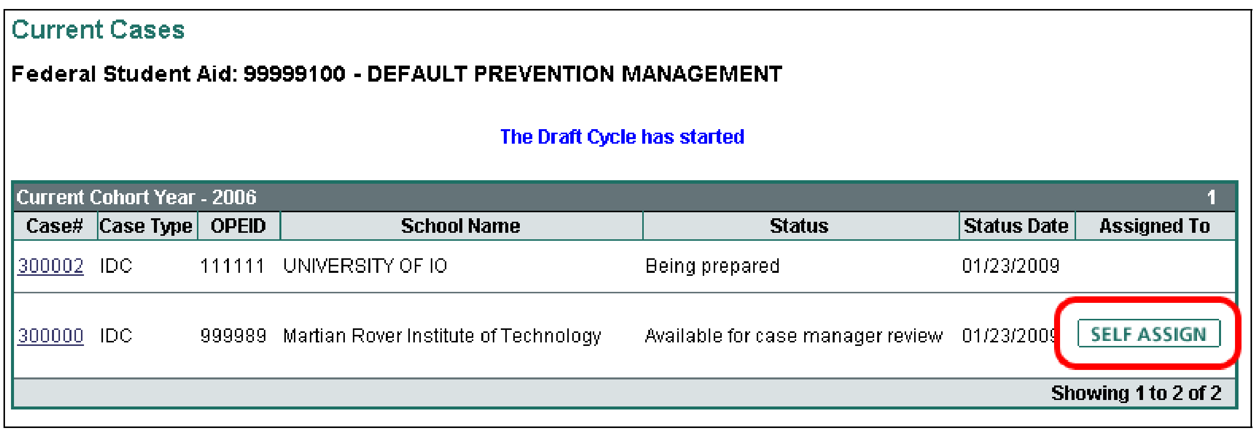


Figure 17-3: Self-assigning a case

To assign the case to yourself, select this button. The Current Cases page will reload, and you will see your name assigned to the case.

Reviewing Adjustments

Select the case ID from the Current Cases page to open the Case Details page. From the Case Details page, you can review the Adjustment Details page for each adjustment by selecting the adjustment record number in the Requested Adjustments table.

Reviewing Data Manager Adjustments

Under each adjustment, review the corresponding Data Manager Adjustments by selecting the DM Adjustment ID from the Adjustment Details page. This will load the Data Manager Adjustment Details page. If the information on a particular Data Manager Adjustment requires further review by a PPD Caseworker, select the “Case Worker Review Required” option under the “DM Input” section and then click “Save”.

Returning the Case to the Caseworker

Note: If you have completed your review of the DM adjustments and none of them need further work by a Caseworker, you may skip this section and go to the next section, “Closing the Case”.

After you have identified and marked all the DM adjustments that need further review, the case needs to be returned to the Caseworker. To do so, return to the Case Details page and select the “Back to Caseworker” button located in the Case Processing Actions section (Figure 17-4).

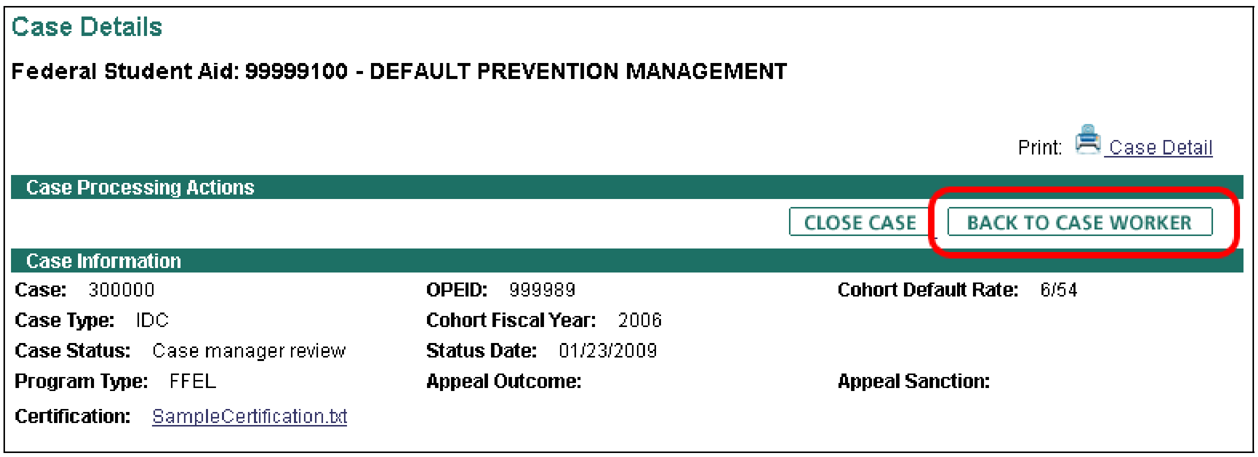


Figure 17-4: Returning a case to the Caseworker

This will return the IDC to the Caseworker for further review.

Closing the Case

Once a case has been completely reviewed and is acceptable, select the “Close Case” button at the top right of the Case Details page. A confirmation page will load to verify that you are ready to close the case (Figure 17-5).

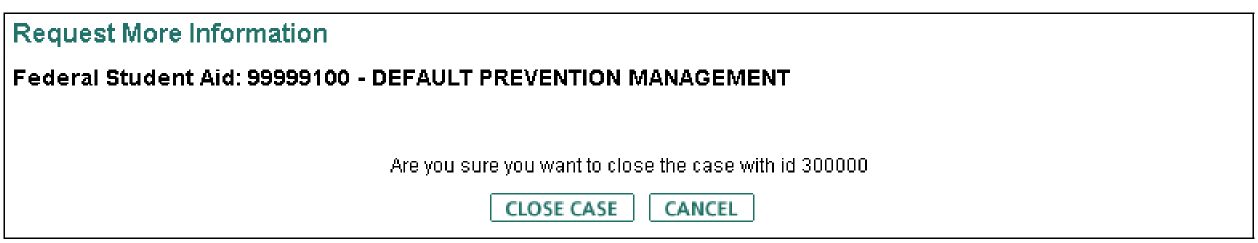


Figure 17-5: Closing a case

If you are ready to close the case, confirm by selecting the “Close Case” button. Otherwise, selecting “Cancel” will return you to the Case Details page, and the case will not be closed or modified.

Once a case is closed, it will remain in the Current Cases list for the remainder of the cohort year for viewing and printing; however, it can no longer be modified.

Email notifications will automatically be sent to the originating school and affected data managers, informing them that the IDC has been finalized and closed. They will be able to view and print the case, but not modify it.

18. DATA MANAGER: REVIEW PPD DECISION

18.1 Viewing the Finalized Case

After Federal Student Aid Portfolio Performance Division has reviewed and finalized a case, you will receive an email notification. The case may still be viewed by visiting the Current Cases page, then selecting the case from the list. At this point, the case can no longer be modified, but you will continue to have access to view and print the case.

Note: Any changes that were agreed to in the course of the IDC Workflow must also be manually implemented in NSLDS and/or any other systems of records you may maintain. Changes and updates to borrower data and loan data within eCDR Appeals will not affect the original records.

19. SCHOOL: REVIEW PPD DECISION

19.1 Viewing the Finalized Case

After Federal Student Aid Portfolio Performance Division has reviewed and finalized a case, you will receive an email notification. The case may still be viewed by visiting the Current Cases page, then selecting the case from the list. At this point, the case can no longer be modified, but you will continue to have access to view and print the case.

Note: Any changes that were agreed to in the course of the IDC Workflow must also be manually implemented in NSLDS and/or any other systems of records you may maintain. Changes and updates to borrower data and loan data within eCDR Appeals will not affect the original records.

20. ALL USERS: MISCELLANEOUS FUNCTIONS

This chapter covers functionality in eCDR Appeals that is available to all users, but is not directly involved in the IDC Workflow.

20.1 Maintaining Your Profile

The eCDR Appeals system maintains two sets of contact information for your organization in your Profile: the organizational contact information, and your individual contact information. Both can be viewed and updated by selecting the “Profile” item from the main menu.

Please ensure that your Profile is up-to-date, especially at the beginning of a cohort cycle.

20.2 Printing Case Information

If you need a printed report on one of your cases, open the desired case from the Current Cases page. At the top right, there will be a “Print: Detail” link for printing the case. The detail report provides comprehensive information on the case, all in one easy to print document.

When you select the “Detail” link, a Portable Document Format (PDF) document will load. In order to view this document, you will need the free Adobe Reader software or a similar application. Once the document loads, you may print it by selecting the print option in your web browser.

***Important Note**: Since the detail report contains personally identifiable information, including borrower names, social security numbers and financial information, take precautions to safeguard any reports you save to your computer or print out. Securely store all printed reports. Securely dispose of printed reports after they are no longer needed.*

21. SCHOOL: MISCELLANEOUS FUNCTIONS

This chapter covers functionality in eCDR Appeals that is available to schools, but is not directly involved in the IDC Workflow.

21.1 Reports

Schools can view their CDR Change Report, which details the effect of their current IDC, if any, on their cohort default rate. To view this report, select “Reports” from the main menu.

CDR Change Report

OPE ID: 999989 - Martian Rover Institute of Technology

Draft Cycle - Cohort Year 2006		
Borrower	Numerator	Denominator
989011602	-1	0
Totals	**-1**	**0**

Figure 21-1: CDR Change Report

The report displays each borrower adjustment and its individual effect on the cohort default rate numerator and denominator. At the bottom, the total effect of the IDC is calculated. The numerator and/or denominator will only reflect the changes that the Data Manager agreed to. Also, note that if the school did not select all the loans that could count for that borrower, then the effect may be zero. For example, if a borrower has six eligible loans and the school only challenged five of the loans. If the Data Manager agrees that the adjustment has to be made, the report might show zero effect, since the one remaining loan was not challenged and would still be included in the school's cohort default rate, resulting in no overall change to the rate.

22. DATA MANAGER: MISCELLANEOUS FUNCTIONS

This chapter covers functionality in eCDR Appeals that is available to data managers, but is not directly involved in the IDC Workflow.

22.1 Reports

The eCDR Appeals system can produce a comprehensive report on IDC adjustments for a given cohort year. To view a report, select "Reports" from the main menu. This will immediately display the current status reports page. This report will provide a listing of all outstanding adjustments awaiting initial response, as well as a listing of all outstanding adjustments awaiting response to a school's request for clarification. To view other reports, select the desired report from the sub-menu.

23. PPD: MISCELLANEOUS FUNCTIONS

This chapter covers functionality in eCDR Appeals that is available to Federal Student Aid PPD, but is not directly involved in the IDC Workflow.

23.1 Reports

The eCDR Appeals system can produce a comprehensive report on IDC statistics for a given cohort year. To view a report, select "Reports" from the main menu. This will immediately display the current status reports page. To view other reports, select the desired report from the sub-menu.

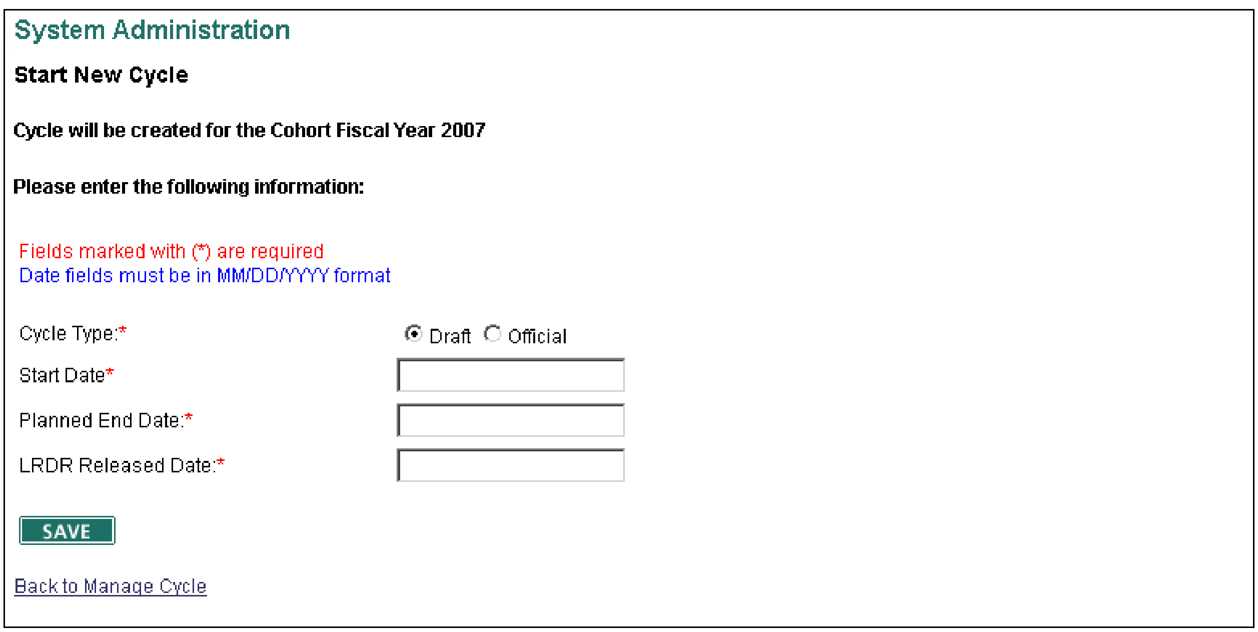
23.2 Cycle Management

Before each cohort cycle, the planned beginning and ending dates of the cycle must be manually entered into the eCDR Appeals application. Additionally, when a cohort cycle is complete, it can be closed. Users who have the eCDR Appeals role of Federal Student Aid PPD Administrator can perform these cycle management tasks.

To access the cycle management functions, select "System Administration" from the main menu and "Manage Cycle" from the submenu. This will load the Manage Cycle page, presenting you with two options: Start Cycle and Close Cycle.

Starting a new Cohort Cycle

To begin a new cohort cycle, select "Start Cycle" from the Manage Cycle page. The Start New Cycle page will load (Figure 23-1).


System Administration

Start New Cycle

Cycle will be created for the Cohort Fiscal Year 2007

Please enter the following information:

Fields marked with (*) are required
Date fields must be in MM/DD/YYYY format

Cycle Type:* ◉ Draft ○ Official
Start Date*
Planned End Date:*
LRDR Released Date:*

SAVE

Back to Manage Cycle

Figure 23-1: Starting a new cohort cycle

Choose whether the new cycle will be a draft or official cycle. Enter the start date and planned end date in the provided fields. Enter the LRDR Released Date, which is the date on which

LRDRs were released to schools for this cycle. After you have entered all required information, select "Save" to create a new cycle. Only one cycle may be created at a time. If there is an existing cycle in place already, then an error page will load with a message indicating that a new cycle could not be created.

Closing a Cohort Cycle

If a cycle needs to be closed on a date other than its original planned end date, select "Close Cycle" from the Manage Cycle page. The Close Cycle page will load (Figure 23-2).

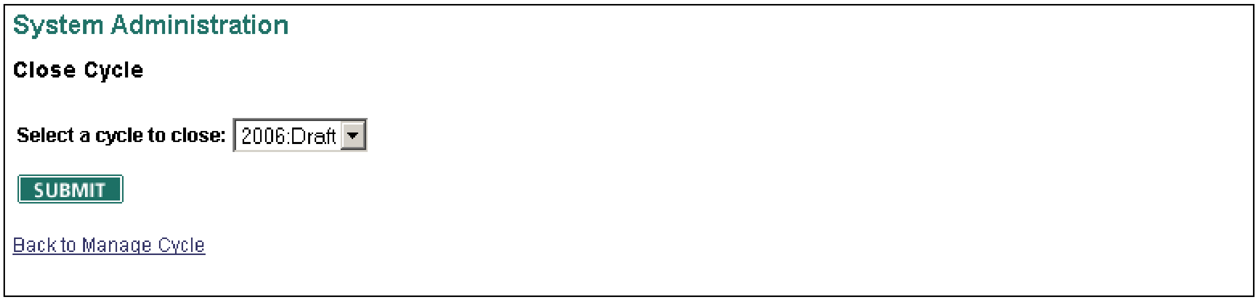


Figure 23-2: Closing a cycle

Choose a cycle to close from the dropdown menu and select "Submit". A new page will load, displaying information associated with the cycle, and prompting you to enter the end date of the cycle (Figure 23-3).

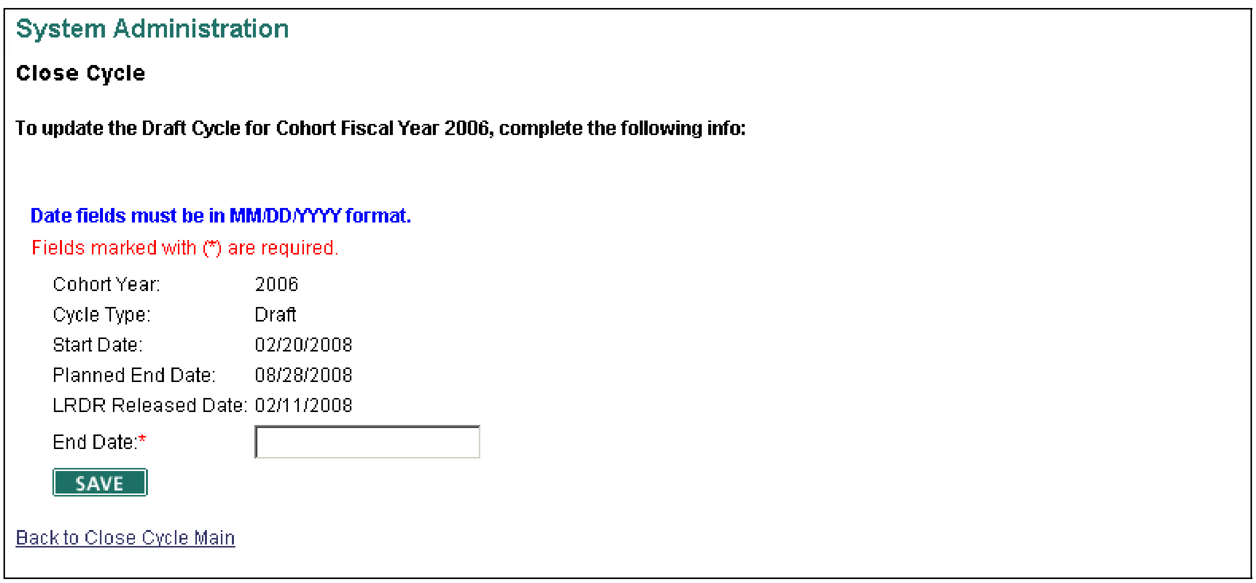


Figure 23-3: Specifying the end date of the cycle

In the "End Date" field, enter the date on which the cohort cycle should be closed, then select the "Save" button. The system will set the new end date to the one you specified. A confirmation page will be displayed, indicating that the cycle was closed successfully.

APPENDIX A. GLOSSARY AND ACRONYMS

Term	Definition
DD	Default date.
DER	Date Entered Repayment. The date on which a borrower begins repayment on a loan.
DM	Data Manager. A DM may be the Direct Loan Servicer, a guaranty agency, or Federal Student Aid Portfolio Performance Division.
DM Code	A unique identifier for data managers. Also called the Guarantor/Servicer Code.
eCDR Appeals	Electronic Cohort Default Rate Appeals. The eCDR Appeals system permits online filing of cohort default rate appeals cases.
FSA	Federal Student Aid.
IDC	Incorrect Data Challenge.
LDA	Last Date of Attendance. The date on which a student leaves school (either by graduation or withdrawal).
LHD	Less Than Half Time Date. The date on which a student's enrollment drops below half-time.
LRDR	Loan Record Detail Report. A LRDR details loans and borrowers for a given OPEID and cohort cycle. It contains information on loans that were used to calculate a school's cohort default rate.
NDA	New Data Adjustment.
NSLDS	National Student Loan Data System. The database used to store federal student loan information.
OPEID	Office of Postsecondary Education Identifier. Each institution (school) has its own unique OPEID.
PPD	Portfolio Performance Division. The division of Federal Student Aid that deals with cohort default rates and works with data managers.
UDA	Uncorrected Data Adjustment.

APPENDIX B. STATUS CODES

B.1 Case Status Codes

Table B-1 lists status codes that a case may have. These status codes apply to the case as a whole. Adjustments within a case have their own status codes (see B.2, "Adjustment Status Codes").

Status Code	Description
AWAITING_LRDR	A school has initiated a new case, but Federal Student Aid has not yet loaded the LRDR information into the eCDR Appeals system. While a case is in AWAITING_LRDR status, the countdown to the case submission deadline is suspended.
BEING_PREPARED	A school is in the process of preparing their case.
DATA_MANAGER_REVIEW	The school has submitted the case, and data managers affected by the case are now reviewing their adjustments within the case. The case remains in this status until all data managers respond.
ALL_DM_S_RESPONDED	All data managers affected by the case have responded to their adjustments.
FSA_REVIEW	The case is available for review by Federal Student Aid, but it has not yet been assigned to a caseworker.
CASE_WORKER_REVIEW	A Federal Student Aid caseworker has been assigned to review the case.
AVAILABLE_FOR_CASE_MANAGER_REVIEW	The Federal Student Aid caseworker has completed review of the case and has forwarded the case to a Federal Student Aid case manager.
CASE_MANAGER_REVIEW	A Federal Student Aid case manager is reviewing the case.
CLOSED	The Federal Student Aid case manager has finalized the case.
REJECTED	The case was submitted past the deadline, and thus was rejected.

Table B-1: Case status codes

B.2 Adjustment Status Codes

Table B-2 lists status codes that an adjustment may have.

Status Code	Description
`CREATED`	A school has created an adjustment within their case.
`SUBMITTED`	The case that contains this adjustment has been submitted for data manager review.
`DM_REVIEW`	The data manager affected by this adjustment is currently reviewing the case.
`ADDTIONAL_DATA_REQUESTED_FROM_SCHOOL`	The data manager affected by this adjustment has requested more information from the school.
`ADDTIONAL_DATA_RETURNED_FROM_SCHOOL`	The school has responded to the data manager’s information request.
`DM_RESPONDED`	The data manager affected by this adjustment has responded to the adjustment.
`CLARIFICATION_REQUESTED`	The school has requested clarification from the data manager affected by this adjustment regarding their response.
`CLARIFICATION_PROVIDED`	The data manager has responded to the school’s clarification request.
`AVAILABLE_FOR_CASE_WORKER_REVIEW`	All data managers have responded to the case, and the case (along with its adjustments) are now available for Federal Student Aid review.
`IN_CASE_WORKER_REVIEW`	Federal Student Aid is reviewing the case, including its adjustments.
`ADDTIONAL_DATA_REQUESTED_FROM_DM`	Federal Student Aid has requested more information from the data manager affected by this adjustment.
`ADDTIONAL_DATA_RETURNED_FROM_DM`	The data manager has responded to Federal Student Aid’s information request.
`CASE_WORKER_REVIEW_COMPLETE`	Federal Student Aid has completed their review of this adjustment.
`CLOSED`	The case (along with its adjustments) has been finalized.

Status Code	Description
`REJECTED`	The case was submitted past the deadline, and thus was rejected.

Table B-2: Adjustment status codes